



REPORT

OF THE

COMMITTEE APPOINTED TO EXAMINE ALL ASPECTS
OF (CATERING ARRANGEMENTS AND SERVICE
ON RAILWAYS) WITH A VIEW TO RECOM-
MENDING TO GOVERNMENT MEAS-
URES FOR AN ALL ROUND
IMPROVEMENT
THEREIN

1954.

CONTENTS

CHAPTER	PAGES
1. Introductory	1 -2
2. Contract Catering.	3 -7
3. Different Types of Catering	8 -9
4. Departmental Catering	10—13
5. Improvements in Contract Catering	14 -19
6. Restaurant/Dining Cars.	20 -22
7. Vending Contracts	23 -24
8. Prices of Meals	25 -26
9. Licence Fees	27 -29
10. Relief to Catering Contractors	30 -32
11. Other Miscellaneous Matters Brought up Before the Committee	33 -34
12. Summary of Conclusions and Recommendations	35—43



CHAPTER 1

INTRODUCTORY

Personnel of the Committee and their terms of reference.

Personnel.—Following the discussions at the first meeting of the National Railway Users' Consultative Council on the 27th and 28th October 1953, on the subject of policy in respect of catering and vending, the Minister for Railways appointed on the 3rd November, 1953, a Committee consisting of the Deputy Minister for Railways as Chairman, and the Parliamentary Secretary to the Minister and the Member, Transportation, Railway Board, as Members, to go into all the aspects of the problem having regard to the discussions in the Council and devise appropriate measures for an all round improvement in the catering arrangements and service on Indian Railways. Later, on the 10th December, 1953, the Minister decided that the Financial Commissioner for Railways should also be a Member of this Committee.

Director, Traffic (General), Railway Board, has functioned as Secretary of this Committee.

2. Terms of Reference—The terms of reference broadly were for the Committee to put up proposals for re-organising the present catering system on Railways, including—

- (a) the consideration of the feasibility of the extension of departmental catering, steps required to minimise the loss at present experienced in such catering, prices being suitably raised, if necessary, having regard, however, to the fact that these were not such as were to be beyond the reach of the middle class persons.
- (b) as an immediate aim, to minimise and check the evils inherent in the contract system of catering where it has to continue, by
 - (i) devising methods to prevent the tendency for some caterers to become monopolists and widening the field with a view to awarding contracts to smaller concerns as well. This should include consideration whether subcontractors could not be awarded contracts to eliminate the bigger contractors ~~who~~ were more or less middlemen,
 - (ii) devising deterrent penalties against contractors who sublet their contracts or fail to supply food of the requisite quality,

- (iii) feasibility of bringing down the prices at which the contractors are allowed to sell foodstuffs,
- (iv) practicability of having two standard 'thalies' priced say at Rs. 2/- and Re. 1/- each so as to satisfy people of moderate means,
- (v) perfecting the arrangement for inspection of the quality of foodstuff and checking price charged by vending contractors, and
- (vi) steps necessary to effect improvements in dining cars meant for lower class passengers.

3. *Meetings held and Enquiries made.*—The Committee held 22 meetings in all. They went through a large number of representations from various Members of Parliament, Passenger Associations and others concerned and considered the suggestions made by them. A list of these individuals and associations is enclosed as Appendix 'A'. The Committee also heard the points of view of the various representatives of the catering contractors on Indian Railways, who were invited for consultations, at their third and fifth meetings held in Delhi on the 27th and 28th January, 1954. A list of these representatives of catering contractors is given at Appendix 'B'. The Committee *inter alia* discussed with them the feasibility of evolving certain standard menu and standard price for Indian style meals. The Committee also inspected at Delhi Main station on the 6th and 7th August 1954 the various types of buffet and dining cars run on the Indian Railways at present and the containers in which Indian style meals are served in these cars.

CHAPTER 2.

CONTRACT CATERING.

4. *Contract Catering in force at present over a very wide field.*— With the exception of a few departmental catering establishments, catering on railways generally is in the hands of catering contractors appointed by railways on a licensing system. The tables given below will illustrate the latest position as available to the Committee:

TABLE 1
Restaurant/Dining Cars, Buffet Cars or Catering Compartments

Railways	Run through Contractors	Run Depart- mentally
Eastern	3	2
Southern	3	4
Central	10	..
Northern	16	..
North Eastern	7	..
Western	11	..
TOTAL	50	6

TABLE 2
Restaurants.

Eastern	18
Southern	10	..
Central	6	..
Northern	5	..
North Eastern	15	..
Western	12	..
TOTAL	48	18

TABLE 3
Refreshment Rooms

Eastern	66	5
Southern	63	43
Central	43	..
Northern	56	..
North Eastern	69	..
Western	51	..
TOTAL	348	48

TABLE 4
Vending Stalls Including Platform Vending

Eastern	496	1
Southern	748	..
Central	263	..
Northern	1079	..
North Eastern	2000*	..
Western	1368	..
TOTAL	5954	1

*Approximate

5. *Conditions etc. under which contract catering is required to function.*—A review of the present position of catering by contractors is thus essential for formulating appropriate recommendations of the Committee. They note that the catering contractors work under agreement with Railways, the usual tenure being 3 years for vending and vegetarian and non-vegetarian refreshment room contracts and 5 years for restaurants and restaurant car contracts. The present method of awarding contracts, persons eligible for contracts of different types, *viz.*, vending, refreshment rooms—vegetarian and non-vegetarian, restaurants, dining/restaurant cars and the general conditions under which such contractors operate are governed by instructions contained in the Railway Board's letter No. 1026-TG, dated 18th May 1951, a copy of which is enclosed as Appendix 'C'.

6. *Large volume of complaints against contract catering and vending.*—Although the existing directive is fairly comprehensive and requires contractors to give satisfactory service, in actual practice serious complaints continue to be received about the unsatisfactory position of catering and vending on the Railways generally. By way of a test check, full particulars of all complaints received during the month of November, 1953, categorywise in respect of restaurants, restaurant/dining cars, refreshment rooms and vending contracts were collected from the Railways with a view to seeing what the nature of complaints was and where most of them lay. These have been tabulated in Appendix 'D'. It will be seen that out of a total of 105 complaints, one was against service in the restaurant car, 7 against service in restaurants, 31 against service in refreshment rooms and 66 against vending stalls including platform vending. Out of a total of 6400 catering and vending contracts, 507 are held by those who have 10 or more contracts (seventeen contractors). 29 complaints were against those who held 10 or more contracts and 76 against the rest. The highest number of complaints against an individual contractor was 10. Particulars are shown in Table 5, in para. 8.

Apart from the complaints which are recorded, there must be more which go unrecorded. In fact, the Committee have received several representations from responsible persons including Members of Parliament asserting that complaint books when asked for had not been produced by the contractors. The Committee have also been impressed by the serious nature of some of the complaints and the general lack of concern on the part of contractors to take adequate preventive measures even though these have been brought to their notice. For instance, a Member of Parliament complained that he and four other Members of Parliament found a glass piece in the rice served from the Dining Car. This complaint was enquired

into and established. The contractor's explanation was that probably a glass tumbler was broken where the rice was kept and a piece fell in the rice unnoticed. Another complaint recently received refers to a cigarette piece having been found in the vegetable served with the Indian style meal at a railway station. At Appendix 'D' will be found still another complaint in which vegetarian meals served in a train to a passenger had non-vegetarian matter in it. Even on the floor of the House, complaints had been made to the effect that bone pieces had been found in vegetarian meals in a particular case. It has also come to the notice of the Committee that a complaint from a Member of Parliament for unsatisfactory service at one of the restaurants elicited an explanation from the catering contractor concerned that on the same day a number of other Europeans had been served similar meals, but that they had no complaint!

7. *No justification for the type of complaints received—Contract catering has the advantage of lower costs and is therefore in a better position than departmental catering to give satisfactory food and service.*—The Committee feel that there should be no occasion whatever for the type of complaints described in the preceding paragraph in the context of service offered by contractors. For one thing, catering contractors have a distinct advantage over departmental catering inasmuch as the scales of pay and other conditions of service offered to their employees are lower than those for departmentally run catering establishments. The Committee have no doubt that the catering contractors can offer proper type of food and service and still make a reasonable profit as their cost of working is bound to be lower than that of departmental catering. The fact that they are in a position to give good food and service, should they so desire, is also borne out by the fact that their service on particular occasions has left little to be desired. The Committee are, therefore, convinced that the catering contractors have failed to give satisfactory service in their endeavour to make the maximum profit ignoring the needs of the average passenger who requires clean and wholesome food satisfactorily served at a reasonable price.

8. *Some particulars of large holdings under contract catering.*—The Committee have had a complete list obtained from Railways showing the particulars of contractors for restaurants, restaurant/dining cars, refreshment rooms and vending which indicated that on the Indian Railways there were a total of 50 contractors for dining/restaurant cars, 48 contracts for restaurants, 348 contracts for refreshment rooms and 5954 vending contracts. Of these contracts, the number held by contractors having fairly large holdings is quite substantial. It may also be stated that the refreshment room contracts held by contractors with large holdings relate mostly to the

more important stations. Particulars of the contractors holding ten contracts or more are given in the table below:

TABLE 5
Particulars of contractors holding large contracts
Nature of Contracts held

Name of Contractor	Restau- rants	Dining Cars	Refreshment rooms		Stalls including platform vending	Total	No. of com- plaints recd. du- ring Nov. '53.
			Vegeta- rian	Non-ve- getarian			
1	2	3	4	5	6	7	8
1. M/s. Ballabhdas Esh- wardas. } M/s. Eshwardas & Sons. } Shri Ballabhdas Agra- wal. }	..	4	25	12	116	157	10
2. M/s. A. H. Khan & Co. }	13	52	65	1
3. M/s. Indian Railway Catering Co. }	1	2	8	4	24	39	2
4. Shri Bal Krishan Dubey.	4	..	26	30	1
5. M/s. Ganeshilal & Co.	5	5	19	29	..
6. M/s. S. R. Marwari & Co. }	3	4	19	26	..
7. M/s. Brandon & Co. } M/s. Spencer & Co. } M/s. G. F. Kellner & Co. }	11	9	1	1	..	22	5
8. M/s. Rly. Catering Co. }	7	3	..	2	6	18	..
M/s. P. D. Gati & Co.	..	1	1	2	13	17	..
10. M/s. Chhotalal Jamna- das & Co. }	..	3	1	2	11	17	..
11. M/s. H. P. Nag & Sons. }	2	2	13	17	8
12. M/s. Sinha Bros. }	13	13	..
13. M/s. Rao Suchet Singh & Sons }	..	1	2	1	9	13	..
14. M/s. Rao Singh & Sons. }	2	2	8	12	1
15. M/s. Seotaj Singh }	11	11	..
16. M/s. H. C. Dey & Co. }	1	7	11	..
17. M/s. D. Aguiar & Co. }	..	1	10	1
TOTAL	28	24	57	51	347	507	29

9. *Tendency of catering contractors to become large holders.—Lack of personal supervision.*—The Committee feel that some catering contractors who have large holdings are not in a position to exercise adequate personal supervision over their establishments spread over a wide area or to pay due attention to public complaints and to take adequate remedial measures.

10. *Steps necessary to achieve the desired improvement in contract catering.*—The Committee do not wish to give the impression that no private catering contractor is giving satisfactory service. But they are mostly contractors who have a long tradition of catering and who confine their operations to manageable holdings and to catering mainly. After having carefully examined the present state of affairs in the contract catering establishments and the numerous complaints received in respect of the services rendered, the Committee have come to the conclusion that the following steps are necessary to achieve the desired improvement in contract catering on the Railways:—

- (i) Railways with no departmental catering should start with an experiment with an economic departmental catering organisation so as to set the standard and service as a model;
- (ii) the holdings of contractors should be compact and of a manageable size and the existing large holdings which have resulted in unsatisfactory service should be reduced;
- (iii) Railway Administrations should ensure more effective supervision and take prompt and vigorous action for unsatisfactory service.

These points are elaborated in the succeeding chapters.

CHAPTER 3

DIFFERENT TYPES OF CATERING ESTABLISHMENTS

11. *Four types of Catering Establishments on Indian Railways.*—As indicated in Chapter 2, the types of catering on Indian Railways are as follows:—

- (i) Restaurant/dining cars, buffet cars and catering compartments,
- (ii) Restaurants,
- (iii) Refreshment rooms—vegetarian and non-vegetarian, and
- (iv) Vending stalls including platform vending.

So far as restaurant/dining cars, buffet cars and catering compartments are concerned, restaurant cars at present cater for western style meals, the only exception being that recently a thali service providing Indian style food in thalies has also been introduced in these cars. The Dining cars serving Indian style food are limited in number being practically confined to the Grand Trunk Express and the Toofan Express trains. So far as buffet cars are concerned, they are really catering compartments provided with a kitchen compartment only although the Annapoorna dining car which has a buffet counter also is practically a full dining car with seating accommodation provided in it. The so-called buffet cars and catering compartments as also the dining cars on the Grand Trunk Express and the Annapoorna dining car serve Indian style meals.

12. *Restaurants.*—So far as restaurants are concerned, these are meant for serving western style food mainly for tourists and others who are used to western style food. These are limited in number and are provided at important stations only. Here again the 'Thali' service has recently been introduced.

13. *Vegetarian and non-vegetarian Refreshment Rooms.*—So far as refreshment rooms are concerned, these form the major part of the catering establishments on the Indian Railways serving vegetarian and non-vegetarian Indian style full meals. There is no bar to western style food also being served in these refreshment rooms, if there is a demand.

14. *Vending stalls and platform vending.*—The last category of catering establishments consist of vending stalls including platform vending which cater to the needs of the majority of the passengers who travel by third class. These do not generally serve full meals but light refreshments, sweets, tea, coffee, etc.

15. *Western style catering as a separate entity has no future in the changed conditions in the country.*—So far as western style catering in wayside restaurants is concerned, the Committee are of the opinion that with the changed conditions in the country it has no future as a separate entity. Till only recently out of a total of 120 Restaurants on the various Indian Railways, Messrs. Spencers, Kellners and Brandons had been running as many as 87 of them. Since the introduction of "prohibition" on railways in 1948, they have been complaining of shrinkage of profit and wanting to give up their contracts at most of these stations. They have now terminated their contracts at 76 stations on the Indian Railways. The Committee consider, therefore, that Restaurants now catering exclusively in the western style may be closed down except in places where contractors find that they have adequate custom. Likewise, Restaurants run departmentally may also be closed down if they are uneconomic. Isolated demands for this type of catering at wayside stations could be met by the non-vegetarian refreshment rooms where they exist and are considered suitable for taking up this kind of catering in addition.

16. *Western style catering will require to be maintained largely in Restaurant cars on important trains to cater to the needs of the tourist traffic, although it is true that there should be no reason why in time to come, good Indian catering would not be appreciated by overseas tourists as well.*—While the Committee consider that western style catering in restaurants will largely disappear, they feel that it will be necessary to maintain this style of catering in the Restaurant cars running on important long distance trains for catering largely to meet the special requirements of overseas tourists and other higher class passengers although it is true that there should be no reason why in time to come good Indian catering would not be appreciated by even tourists. In this connection, the Committee noted the views expressed by Shri Mogens Liechtenberg, President of the International Union of Official Tourists Organisations, who visited Delhi sometime in February 1954. In one of his talks he had said in effect "Please do not change the country for the tourists", meaning thereby that overseas tourists are anxious to see the country as it is and also to sample Indian food.

17. *Other types of catering that will have to continue.*—The other types of catering which will have to continue are:—

- (i) Serving of Indian style meals in dining car,
- (ii) Refreshment Rooms—vegetarian and non-vegetarian,
- (iii) Vending stalls and station vendors.

CHAPTER 4

DEPARTMENTAL CATERING

18. *Present position.*—As indicated in paragraph 4, departmental catering is already in vogue to a limited extent on the Eastern and the Southern Railways. Its extent is now so limited that it hardly exceeds about 16 per cent. of the catering establishments, the other 84 per cent. being in the hands of contractors. So far as vending is concerned, this is almost entirely in the hands of contractors.

The origin of the departmental catering on the Eastern Railway goes back to the year 1915 when the then Agent and General Manager of the ex-B.N. Railway being dissatisfied with the service rendered by Messrs. G. F. Kellner & Co. decided to run the western style catering departmentally with a view to improving the standard of service. During the same year, a railway hotel was opened at Ranchi to induce tourist traffic. Later in 1919, the ex-B.N. Railway also took over certain Indian style catering establishments under departmental management and opened another railway hotel at Puri in 1925. At present, the Eastern Railway have departmental catering in the units as shown in Tables 1 to 4 in paragraph 4, Chapter 2. They also continue to run the hotels at Puri and Ranchi. The aerated water factory at Khargpur is also run by the Eastern Railway departmentally. On the Southern Railway, departmental catering was introduced on the ex-M.S.M. Railway portion in 1920 and on the ex-S.I. Railway portion in 1925. Particulars of the units now worked have already been detailed in Tables 1 to 4, Chapter 2. The Central Railway also have a hotel managed departmentally at Aurangabad which was originally set up by the old N.S. Railway in 1938 primarily to meet the requirements of tourists visiting Aurangabad, Ajanta and Ellora.

19. *A large body of opinion in favour of departmental catering.*—In coming to the conclusion that a marked improvement in contract catering on the railways may be expected only by each railway having an economic departmental catering organisation, the Committee took into account the opinions expressed at the meetings of the National Railway Users' Consultative Council and in the Parliament.

20. *Departmental catering as inducement to catering contractors to improve their service as well.*—The Committee feel that satisfactory catering should be provided on the Railways as it is one of the needs of the travelling public. The Committee have also noted that the standard of service and the quality of food offered at the departmental catering establishments on the Eastern and the Southern Railways generally gave greater satisfaction to the travelling public than those served by catering contractors. Further, the departmental catering on the Southern Railway has generated a spirit of healthy competition amongst the catering contractors on that Railway resulting in their providing service comparable to that of departmental catering.

21. *Administrative responsibilities in the extension of departmental catering.*—Although the Committee have recommended organisation of departmental catering to a limited extent on each Railway, they are fully aware of the possible difficulties in the way of implementing this recommendation, both from the points of view of administrative responsibility and its financial implications. It is obvious that the extension of departmental catering will create multifarious problems connected with the administration of the departmental units, including the paucity of trained personnel. In the lower category of staff, perhaps the difficulties may not be acute as the staff employed by erstwhile contractors would be available for absorption. It is in the higher category viz., among the supervisory staff that the real difficulty would be experienced. There is no nucleus of such supervisory staff on four out of six railways and it would take time to train the requisite personnel in a satisfactory manner. However, the Committee do not consider that this would be an insuperable problem although it may take a little time to organise departmental working on a satisfactory basis.

22. *Financial aspect of departmental catering.*—So far as the financial aspect is concerned, one important drawback to departmental working has been the continued loss in recent years in the running of departmental catering establishments on the Southern and the Eastern Railways, as will be seen from the particulars given in Appendix 'E'. However, departmental catering in the past has not always been a losing concern. During 1945-46 and 1946-47, the old S.I. Railway made some profit. Available information shows that the Indian refreshment rooms on the Eastern Railway run departmentally also earned a profit in 1952-53. On the Southern Railway, the loss has largely been due to the staff being paid on the basis of prescribed pay scales with other liberal conditions attached thereto. They have been enjoying the

Departmental catering has not always been a losing concern.

privilege of free food and free oil bath, etc., in addition. This double payment is hardly justified. Another reason is that on the Southern Railway departmental catering has to face a certain amount of competition inasmuch as at the same station there is also contract catering and although vegetarian refreshment rooms run departmentally cannot serve non-vegetarian meals the catering contractors running non-vegetarian refreshment rooms can serve vegetarian meals as well. On the Eastern Railway where the western style restaurants are run departmentally, the custom being limited, economic working is difficult.

23. *Departmental catering should be capable of running on a "no profit no loss" basis if certain measures are adopted.*—The Committee endorse the principle that departmental catering should be run on a "No profit No loss" basis. They have no doubt that this can be done provided certain measures are adopted to reduce expenditure. The fact of the staff in departmental catering being paid on a somewhat generous basis has already been pointed out. It should be possible to devise proper scales of pay for such staff which would take into consideration the fact that they are usually provided with free food. These reduced scales of pay could be applied to new entrants. Part-time workers may also be employed where whole time staff are not justified. Certain work, such as washing of utensils and serving of meals, can also be arranged on contract basis. It should also be possible for the departmental catering organisation to undertake, in addition to Western style catering in dining cars, the running of vegetarian and non-vegetarian Refreshment Rooms at the same or different stations and vending stalls at bigger stations which could be selected in a manner that would make the departmental catering organisation compact and economic. To avoid large-scale appointment of platform vendors, departmental sales of foodstuffs may be arranged on commission basis.

Different types of catering may be combined to form an economic unit for department working.

24. *Review of prices charged by departmental catering establishments.*—It should also be remembered that the prices should be so fixed as to make the budget of the catering department balanced, and in no case they should be lower than those charged by catering contractors. The Committee would recommend that the Railways, where there is no departmental catering in existence now, should frame their schemes on the lines as described. The Committee would also desire that a review of the prices that are now being charged by the departmental catering organisations on the Eastern and

the Southern Railways be made by the respective Railway Administrations with a view to reducing their loss to the extent possible. Other measures suggested in ~~paragraph 23~~ should also be taken to wipe out the losses completely.

25. *Departmental catering and contract catering to continue side by side.*—The Committee would like to reiterate that it is not their intention to recommend elimination of contract catering on the Railways. They would like to see efficient contract catering, running side by side with departmental catering, each profiting from the experience of the other, and fulfilling a complementary role.



सत्यमेव जयते

CHAPTER 5

IMPROVEMENTS IN CONTRACT CATERING

26. *Reduction of large holdings to reasonable and manageable proportions.*—The Committee have already commented in Chapter 2 on the principal difficulties in catering arrangements on the Indian Railways and have noted *inter alia* the desirability to reduce the existing large holdings to reasonable and manageable proportions. It is, however, felt that any rigid limitation of holdings either by defining an area, number of contracts or monthly sales would not be feasible. The holdings must necessarily be compact and capable of working economically but at the same time should not be too large as such holdings have resulted in practice in unsatisfactory service. It is also to be realised that professional caterers of some standing who make a bid for Railway catering are comparatively few, considering the size of our country and perforce we have to allow a bigger holding to an individual caterer in the case of Refreshment Rooms and Restaurants as against vending contracts for which local talent is freely available.

27. *Directive principles to be followed by General Managers of Railways in determining the reasonable size of holdings in each individual case.*—Taking all factors into consideration, therefore, some discretion must be left with General Managers so that the local factors and satisfactory services of contractors may be taken into account in determining the reasonable size of holding in each individual case. As a broad indication of policy, the following directive principles are set out:—

- (i) In the case of Restaurant/Dining Cars, a contract may, if necessary, extend over the whole Railway and contiguous Railways.
- (ii) In the case of Restaurants and Refreshment Rooms, holdings may extend to about 10 to 12 contracts within a compact area on Indian Railways.
- (iii) In the case of vending contracts, holdings may extend to about 5 to 7 contracts within a compact area on Indian Railways. Local interests should, however, be encouraged in this case.

- (iv) A combination of vending, catering and dining car contracts in any individual case is permissible wherever deemed expedient to form an economic unit. Where such a combination is permitted, the total number of holdings may extend to about 15 to 20 contracts.
- (v) Care should be taken to see that the same contractor does not operate under different names on Indian Railways.
- (vi) Before giving a contract, a declaration in writing should be obtained to show—
 - (a) that the contractor does not operate under a different name anywhere else on Indian Railways;
 - (b) the number of catering or vending contracts, if any, the contractor holds on Indian Railways.

NOTE.—In the event of any false declaration being given, all the contracts of the contractor in question will be liable to termination on Indian Railways.

If, in any particular case, circumstances warrant the extension of the holdings beyond the limits specified, the General Manager should obtain the approval of the Railway Board.

28. *All contracts to be reviewed in the light of the directive principles.*—The Committee recommend that each Railway should review all its catering and vending contracts with a view to implementing the directive principles set out in paragraph 27.

29. *More effective supervision of contract catering must be enforced, although comprehensive instructions already exist regarding inspection of catering arrangements.*—Another important measure considered necessary by the Committee to improve contract catering, as already indicated in paragraph 10, Chapter 2, is to enforce more effective supervision by responsible Railway administrative authorities over contractors. In the matter of inspection of catering arrangements on Railways, the standing instructions, as at paragraph 17 of Appendix 'C' require Railways to carry out frequent and intensive inspections to ensure that the service provided is of a high standard and the articles offered for sale are wholesome and of good quality and that a proper standard is maintained in regard to sanitation, and cleanliness of the entire premises and the personnel employed. Officers of all Departments of the Railway are also required to be encouraged to make inspections and bring the shortcomings to the notice of the Department dealing with catering and vending contracts. Cases of unsatisfactory service are to be viewed seriously and adequate action taken promptly against the contractors responsible. Further, these instructions specifically require that when a contractor is given a warning for unsatisfactory

service it should also contain a notice that in the event of the desired improvement not being effected within the stipulated period, the contract would be terminated, and if the contractor fails to improve after this warning, there should be no hesitation in terminating his contract.

30. *Actual machinery for implementation, however, differs to a certain extent from Railway to Railway.*—So far as the actual machinery set up by Railways in this behalf is concerned, the position, however, varies from Railway to Railway. On some, commercial officers attached to Divisions carry out regular inspections in addition to the normal periodical inspections by commercial inspectors; on others, in addition to commercial officers, District Medical Officers and Inspectors of the Medical Department as well carry out such inspections. On railways where departmental catering is in force, separate catering Superintendents and Inspectors perform these duties. By and large, all railways carry out regular inspections through the Traffic and the Medical Departments. At important stations, station masters are also required to carry out daily inspections of all the catering arrangements.

31. *Strict enforcement of existing orders is what is required.*—The Committee feel that the existing orders in respect of inspection of catering arrangements (*vide* paragraph 17 of the Board's directive at Appendix 'C') are quite adequate but that in actual practice there has been some slackness in their implementation and that supervision by those who are required to carry out these duties has been somewhat deficient. They desire that it should be brought to the notice of the railways that the existing orders must be strictly enforced and that inspection by station masters, Inspectors and the officers of the Traffic and Medical Departments must be thorough and frequent. Apart from the normal periodical inspections, surprise inspections and checks should also be encouraged. by officers of all Departments should also be encouraged.

32. *Deterrent fines should also be imposed on catering and vending contractors for unsatisfactory service.*—The Committee in this context feel that in addition to adequate arrangements for inspections, specific provision should also be made for imposition of fines on catering and vending contractors for unsatisfactory service brought to light at the inspections or as a result of enquiries on receipt of complaints from the public. These fines should be sufficiently deterrent and may extend up to Rs. 100 in any particular case.

33. *Contractors ousted from contracts for grave reasons and dismissed employees of contractors not to be employed on any Indian Railway.*—The Committee also consider that in the event of a whole-sale termination of contracts of a contractor for grave reasons on one railway, he should not be reappointed anywhere else on any

other Indian Railway. If employees of a contractor are likewise dismissed for good and sufficient reasons, they should be debarred from appointment by any other contractor on any Indian Railway.

34. *Maintenance of Complaint Books.*—So far as the maintenance of Complaint Books is concerned, the standing instructions require that the book should be frequently seen and initialled by the station master. Instructions also require that complaints as are within his powers to deal with should be disposed of by him, the others being forwarded to the Regional or District Headquarters for action. The responsibility for inspecting the Complaint Book during routine inspections also rests at present with a specific officer nominated by the Divisional Superintendent or the District Traffic Superintendent concerned. Recently, the Railway Board have issued further instructions to ensure proper maintenance of Complaint Books. The Railway Board have also advised the Railways that the Deputy General Manager (Amenities) recently sanctioned for each railway should, *inter alia*, ensure that the complaints from the public receive prompt and adequate attention. The Committee consider that what is required is a strict observance of the orders on the subject. Cases of complaints such as non-production of Complaint Books must be viewed seriously and adequate action taken by the appropriate officer concerned.

35. *Appointment of special Inspectors not considered necessary in view of the recent sanction on each Railway of a Deputy General Manager (Amenities).*—The Committee would like to mention that they had also examined the question of appointing special inspectors to ensure that the quality of foodstuff sold by catering contractors was satisfactory and that the prices charged were the prescribed ones; but they considered these special posts unnecessary in view of the recent sanction of a Deputy General Manager (Amenities) in the administrative rank for each railway one of whose duties would be to ensure correct standards in catering establishments.

36. *Subletting to be eliminated.*—Still another measure considered necessary in the opinion of the Committee is to take steps to eliminate subletting of contracts. This matter has been dealt with in detail elsewhere in the report in connection with vending contracts where it would appear to be prevalent on a large scale (see Chapter 7, paragraphs 46 to 49). The same considerations would apply to subletting of catering contracts.

37. *The present multifarious tariffs for different types of meals confuse passengers who are often defrauded and made to pay exorbitant rates not authorised by the railway administrations. Certain*

standard menu and standard price have therefore, been evolved by the Committee to remedy these evils.—The Committee also considered that the different types of meals described as first class, second class and third class sold at different rates on different railways for both vegetarian and non-vegetarian meals served in the Indian style were confusing to the unwary passengers who were subjected to unauthorised and extortionate charges by some of the contractors. The Committee having examined this problem and having consulted the representatives of the catering contractors have evolved a standard menu at a standard price and the Railway Board have already enforced them as indicated in Chapter 8, paragraph 51 of this report. This measure, the Committee are confident, will simplify the confused state of affairs prevailing so far and in fact they have noted with satisfaction from press comments and newspaper reports that this measure has been well received.

38. *Local caterers to be considered in the matter of award of catering and vending contracts.*—The Committee consider that in awarding contracts the appointment of suitable local men with requisite experience of catering should be encouraged. In regard to the preference given to displaced persons under the present Special preference to displaced persons—*bona fides* of displaced person to be carefully examined to ensure that subletting is not resorted to. directive (see paragraph 4, of Appendix 'C'), the Committee feel that the railway administrations should carefully examine the *bona fides* of displaced persons concerned to ensure that subletting is not resorted to.

39. *Tenure of contracts.*—Under the present directive of the Railway Board, *vide* paragraph 7 of Appendix 'C', the renewal of a contract is permitted if the service is satisfactory and the contractor is willing to abide by the revised conditions of the contract. In view, however, of the fact that the Committee have elsewhere recommended (see Chapters 2 and 4, paragraphs 10 and 26 to 28) that all large holdings should be progressively reduced, such automatic renewals would no longer be possible.

The Committee also recommend that the tenure of all catering contracts to be entered into in the future should be three years only, terminable on a month's notice from either party, subject, however, to the present proviso that the contracts are liable to be summarily terminated in the event of a breach of the conditions of the contract, including unsatisfactory service, subletting or any other improper act. The Chief Commercial Superintendent should be treated as the authority, who would take a decision whether a particular contract should be terminated in terms of the proviso, referred to above.

40. *Security Deposit.*—The Committee noted that at present there was no uniform provision for a security deposit from the various types of catering contractors. On some railways, the security deposit has been fixed on the basis of six months' licence fees, on others a lump sum deposit depending upon the type of the contract, i.e., either vending or refreshment rooms or dining cars, has been provided for. In still others, a security deposit for the entire lot of contracts held by one particular contractor has been in force. The Committee do not wish to lay down any hard and fast rule in this regard but feel that a reasonable security deposit related to the business turnover for a specified period should be charged at the discretion of the General Manager. The basis should, however, be uniform on each railway, applicable to all types of contracts. This security deposit will be liable to forfeiture at the discretion of the Railway Administration in the event of a breach of the conditions of the contract including unsatisfactory service, subletting or any other improper act.



सत्यमेव जयते

CHAPTER 6.

RESTAURANT/DINING CARS.

41. *Present arrangements unsatisfactory.*—The Committee have already in Chapter 2, paragraph 4, referred to the different types of dining cars now in use on the Indian Railways. At Appendix 'F' is given a list of restaurant/ dining cars of the western style as well as the dining cars and buffet cars of the Indian style as furnished by the Railways. The Committee have inspected at Delhi Main station on the 6th August 1954 the buffet car running between Delhi and Pathankot on 4 Down Pathankot Express. Although this compartment was described as a buffet car by the Northern Railway, this was found to be nothing more than a kitchen compartment. It had no arrangement for service inside the compartment, either sitting or standing, and meals were taken out and served in passenger compartments. This was reported to be a converted III class compartment originally built in 1925 and converted into the present kitchen compartment in 1944 or so. On the 7th August 1954, the Committee also inspected at Delhi Main station the Indian style dining car running between Delhi and Howrah on the Toofan Express. It was a proper Indian style dining car, Indian style food being served throughout, but western style food also being served between Delhi and Moghalsarai. There were 24 seats in this dining car, which number was considered inadequate. The Committee also inspected the Indian style dining car running on the Grand Trunk Express between Delhi and Balharshah. This car provided similar type of accommodation as on the car running on the Toofan Express. It had, however, 40 seats, 20 on each side, vegetarian and non-vegetarian food being served separately on the two sides from two kitchens, one of which was at the centre of the coach. The location of the kitchen in the centre made the dining car very hot and uncomfortable. The Committee also inspected the Annapoorna dining car which was running once a week on the Delhi-Madras Janata Express. This had seating accommodation for 24 with a buffet counter. The counter occupied much useful space which could have been utilised for increasing seating accommodation. The Committee feel that the Present Buffet cars of the kitchen compartment type are totally unsuitable and should be replaced by proper Indian style dining cars. cars now variously described as buffet cars, or catering compartments are misnomers. The Committee consider that such buffet cars or catering compartments are totally unsuitable for the purpose of serving Indian style meals on running trains. These should be scrapped and replaced by proper dining cars.

42. *The future Restaurant car and Dining Car designs.*—The Committee are also definitely of the view that in future there should be provision for only two types of dining cars—one designated “Restaurant Car” and the other “Dining Car”. Restaurant cars should be full dining cars catering mainly in the western style running as at present on all important long distance Mail and Express trains having fairly heavy upper class passenger traffic and tourist traffic in particular. Restaurant cars should have adequate seating accommodation and should be vestibuled. The Committee also feel that dining cars catering mainly in the Indian style should have larger seating accommodation in replacement of the present Indian style dining cars, buffet cars and catering compartments. The accommodation provided should be adequate for passengers as well as for catering staff. Satisfactory arrangements for separate cooking of vegetarian and non-vegetarian food should be made. There should also be provision for the accommodation of the Manager, stores and staff. The kitchens should be on one side of the car. The future dining cars should be designed on the basis of these recommendations.

43. *Restaurant and Dining Cars should be open to all classes of passengers during meal times.*—Until recently, restaurant cars and dining cars were open only to higher class passengers. The Committee considered that in the changed conditions of the country, it was necessary that such of the inter and third class passengers who wished to avail of the restaurant car and dining car facility should also be permitted to do so. A number of people who travel in inter and third classes, would not mind paying the higher charges of meals supplied in these cars even though they may travel in a cheaper class. The Railway Board have accordingly issued orders to Railways in June this year, permitting the inter class passengers to utilise the restaurant/dining car services during meal times. Similar permission has also been given in respect of third class passengers from October last.

44. *Construction of new dining cars.*—The Committee have noted that sometime in 1948 the former Central Advisory Council for Railways had expressed the view that the then existing dining cars should not be replaced when they had completed their life, which would result in gradual elimination of these carriages. In consequence, the Railways were directed not to build or replace any cars but to maintain those already in service by periodical overhaul. Later in 1950, they revised their recommendation and voted for the continuance of dining cars. Meanwhile, there is a considerable amount of arrears in the construction and the question of providing

suitable designs of dining cars has also been under consideration. The Committee made an attempt to make an assessment of the future requirements on the basis of the recommendations received from Railways. It will appear that at present the Railways have about 134 dining cars of different types including buffet cars or catering compartments and according to the Railways' estimates if adequate service in dining cars has to be provided there would be an additional requirement of at least another 120 dining cars. The requirements have, of course, to be scrutinised carefully by the Railway Board. The Committee, in any case, consider that all the old type Indian Dining/Buffer/Kitchen Cars should be re-equipped where possible or replaced by new ones as early as possible according to the proposed design and an attempt should be made to complete this construction within the next three years. In addition, wherever new dining car services are required, arrangements should be made to build new cars on a programmed basis.

45. *Standard Thali Service Containers.*—While inspecting the dining cars, the Committee also inspected the containers for Thali service in use in the Toofan Express Dining car, i.e., ordinary Thali with katories, in the Annapoorna Dining car, i.e., a tray with katories fixed in it and those used by Messrs. Kellners in Dining cars of the western style in the shape of containers with katories inside. The Committee considered that the Kellner type of container with certain modifications would be more suitable for general use in all dining cars for serving Indian style food. The Committee accordingly had a design worked out by the Chief Design Engineer of the Railway Board as a suitable standard container as per design shown on C.S.O., sketch No. 54094 *vide* Appendix 'G', which could be adopted with such modifications as may be necessary to suit manufacturing technique. The Committee recommend that such thalis may be prescribed as standard equipment in all Restaurant/Dining cars.

CHAPTER 7

VENDING CONTRACTS

46. *Vending contracts are most profitable and are at present run almost entirely by contractors.*—The Committee have come to the conclusion that of all types of catering establishments on Railways, those for vending are most profitable, as they cater to the needs of the majority of the passengers, who travel third class. The sales are the highest and the working cost the lowest. As indicated in paragraph 4, Chapter 2, this is again the type of catering, which has

One of the
complaints of vending
is subletting.

Complaints of unsatisfactory service by vendors arise mostly out of subletting.

remained almost entirely in the hands of the private contractors. As the scope for profit is large, there has been a tendency on the part of middlemen having the necessary capital and influence entering the business by securing the contracts and making money without undertaking any actual catering work which has been left to vendors to whom the contracts have been sublet at exorbitant rates. In fact, complaints of subletting have mainly been in connection with vending. It is also significant that complaints of bad service, unsatisfactory food and extortionate charging by such vendors have been particularly noticeable in the cases where such vending contracts are stated to have been sublet.

47. *Subletting although prohibited is being resorted to in a manner difficult of detection.*—Although, under the present directive of the Railway Board (see Appendix 'C'), Railways are required to be particularly strict in dealing with the subletting of contracts, which is totally prohibited, the Committee have reasons to believe that in actual practice, subletting has been resorted to so cleverly that it has been difficult for Railways to obtain proof of the irregularity.

48. *Specific cases considered by the Committee who have come to the conclusion that subletting is being frequently and freely resorted to by some contractors on certain railways.*—Several specific complaints in this connection came up for consideration by the Committee. From the material made available to them it appeared that contractors were making nominal monthly or annual payments to the Railway and deriving huge profits out of these contracts by subletting them to vendors or salesmen at exorbitant rates. These

vendors and salesmen were supplied with articles for preparing sweets and other eatables, at a price much higher than the market price. The result was short weight and higher charges on the sales by the vendors to the passengers. These sub-lessees were invariably being shown by the contractors as their employees, although, in fact, they were not employees in the correct sense of the term. By charging many times the licence fees payable to the Railway, the contractors have been indulging in profiteering on a large scale. After examining all the data and the material available in this context in the Railway Board's office, the Committee came to the conclusion that subletting particularly in the field of vending was frequently and freely being resorted to by some contractors, although the representatives of the catering contractors at their meeting with the Committee had asserted that so far as they were concerned there was no subletting and that the discharged employees of contractors often came forward with the complaint that the contract had been sublet to them. The representatives had agreed, however, that a contractor found subletting his contract should be black-listed and disqualified from holding any contract on any railway.

49. *Measures to eliminate subletting.*—The Committee are of the view that there is no justification for contractors functioning as mere middlemen making money without undertaking any catering work, which results in actual vendors exploiting the passengers. It is the considered opinion of the Committee that if the actual vendors work directly under the Railway, they would be much better off and the quality of foodstuffs and service rendered by them would be correspondingly improved. In the opinion of the Committee, the recommendation that they have already made for reducing the size of holdings of contractors in terms of the directive principles set out in Chapter 5, paragraphs 26 to 28 will help in the elimination of subletting to a large extent. They further recommend that the number of salesmen per vendor or per platform should also be carefully fixed and strictly enforced to prevent any scope for subletting of contracts. It would be of advantage if at a bigger station like Delhi, Kanpur, Howrah, one contractor is confined to one specific item of commodity for purposes of vending. At large stations, vending is extremely profitable and unless separate contracts are given for separate commodities, there will be a tendency for one contractor holding vending contracts for all commodities splitting up his contract and subletting them to different persons. The Committee also feel that in the matter of detection and elimination of subletting, the Railway Administration must be vigilant and watchful and take prompt action both in the letter and spirit of paragraphs 7 and 8 of the Railway Board's directive, a copy of which is at Appendix 'C'.

CHAPTER 8

PRICES OF MEALS

50. *Prices of meals at present vary from Railway to Railway.*—The present instructions of the Railway Board require that the prices fixed by the Railways for the various articles sold on railway premises need not necessarily be limited strictly to the prices prevailing in the locality but they must not be unduly higher and that they should be periodically reviewed. Paragraphs 12 and 13 of Appendix 'C' are relevant in this context. In actual practice, however, the current tariff rates have varied from railway to railway as will be apparent from Appendix 'H' in relation to (a) Indian style meals served in refreshment rooms; (b) Indian style meals served in Indian style dining or buffet cars; (c) western style meals served in restaurants, restaurant/dining cars; cars; and (b) for tea and coffee sold at railway stations and in dining and restaurant cars.

51. *Indian style meals in refreshment rooms.*—Standard menu and standard price evolved by the Committee in consultation with the representatives of caterers and already notified by the Railway Board to come into force from 1st Sept. 1954.—The Indian style meals served in refreshment rooms have further been classified on different railways as 1st, 2nd and 3rd class and different prices have been fixed in context therewith both for vegetarian and non-vegetarian meals as would appear from Appendix 'H' (a). As already stated earlier in paragraph 37, Chapter 5, the question of the adoption of a standard menu at a standard price was considered in consultation with the representatives of the catering contractors, and certain standard menu at standard prices was evolved in place of the existing varied menu and charges. The Committee felt that since catering contractors were agreeable to the proposal for the removal of the existing three classes of meals and having standard meals at standard prices within the reach of passengers of moderate means, these could be brought into force straightaway without waiting for the completion of the Committee's work and decisions on their various recommendations. The Railway Board was, therefore requested by the Committee to consider bringing into force the agreed menu and prices as from 1st September, 1954, which has already been implemented (see Appendix 'I').

52. *Indian style meals in Indian style dining or buffet cars.*—So far as the Indian style meals served in Indian style dining or buffet

cars were concerned, the Committee felt that there could be a standardisation of menu and prices here as well. The Committee recommend, therefore, that Railways should examine this matter, which should thereafter be considered by the Railway Board in consultation with the Commercial Committee on an all-India basis.

53. *Western style meals in Restaurants, Refreshment rooms and Restaurant Dining Cars.*—So far as the current tariff rates for meals served in Western style are concerned, certain maximum charges, for the standard breakfast, luncheon and dinner were prescribed as a result of the recommendations of a committee appointed in 1950 to go into the question of improving the Western style catering on Railways. As only maximum prices were laid down, particulars of which are given in Appendix 'J', the actual prices have continued to vary, some of the contractors having preferred not to take advantage of the maximum then prescribed. The Committee feel that whatever maximum may have been prescribed in 1951, in view of the recent trend of prices there was now no justification for their continuance. For the same menu as at Appendix 'J', the standard charges, according to the Committee, may be revised as follows:—

Revised standard prices suggested for examination and consideration by Railways.

	Rs.	
Breakfast	2-12-0	} Served in Restaurant/Dining Cars.
Lunch	3-0-0	
Dinner	3-8-0	
Breakfast	2-4-0	} Served in Restaurants.
Lunch	2-8-0	
Dinner	3-0-0	
'Thali' Service { Vegetarian Rs. 2-0-0		} Served in Restaurants and Restaurant/Dining Cars.
Non-Vegetarian Rs. 2-4-0		

This is, however, only a suggestion which will no doubt, be examined by the Railways and later by the Railway Board in the manner indicated earlier in paragraph 52 for standardisation of menu and prices for meals served in Indian style dining or buffet cars.

54. *Standard prices for tea and coffee should also be devised by the Railway Board.*—So far as prices of tea and coffee are concerned, the Committee similarly feel that there is scope for more uniformity in place of the present varied charges as shown in Appendix 'H' (d).

55. *Prices of foodstuffs, including sweetmeat and other edibles, sold in vending stalls or hawked by vendors should also be reviewed by Railways.*—The Committee also feel that so far as prices of foodstuffs, including sweetmeat and other edibles sold in vending stalls or hawked by vendors are concerned, there is some scope for reducing the prices charged. They recommend, therefore, that Railways should go into this question and examine how far it is possible to reduce prices generally for various items of foodstuffs sold in these establishments.

CHAPTER 9

LICENCE FEE

56. *Licence fees for the different types of catering have also differed widely from Railway to Railway.* The Railway Administrations are at present required to charge from the catering contractors reasonable licence fees and rent for the accommodation and other facilities provided except that in the case of Restaurant/Dining cars and Restaurants the levy of a nominal fee only is permissible. It has further been laid down that the licence fees and rent may be determined taking into consideration the local conditions and other relevant factors including the volume of business and the margin of profit of the contractor. Despite the directive referred to above, the quantum of licence fees and rent on the different Railways has varied.

57. *Enhancement in licence fees generally on all Railways in 1951.*—It may be added that in 1951 the question of licence fees charged by Railways was examined by the Railway Board and they felt that there was considerable scope for an increase in them generally. The Railways were then asked to put up proposals for increasing the licence fees taking all relevant factors into consideration and as a result of the recommendations so received from the Railways, certain enhancements in licence fees were approved.

58. *Detailed data collected by the Committee to show the present position of licence fees on Railways.*—The Committee have in this context collected detailed data from the different Railways in respect of a few important stations, a few stations of medium importance and a few other small stations showing passenger earnings, and the number of passengers booked, licence fees charged previously, licence fees now charged, annual turnover figures wherever available and percentage of licence fees to passenger earnings and to annual turnover separately for Restaurants, Refreshment rooms—vegetarian and non-vegetarian and vending stalls. These are given at Appendix 'K'. It will be seen that variations from Railway to Railway are wide. It is, of course, doubtful whether the turnover figures furnished to the Railways are reliable.

59. *Further scope for increasing licence fees should be examined by Railways.*—Be that as it may, the Committee feel that there is still some further scope for increasing fees for vending contracts which are usually remunerative propositions on all Railways although there may not be much scope to do so in the case of refreshment room contracts either vegetarian or non-vegetarian. The restaurants are now a disappearing phenomenon and no special comments are necessary in that context. The Committee consider that Railways should review this matter further and make suitable adjustments for the various types of catering establishments. So far as the actual revision of the licence fees is concerned, the Committee consider that this is really a matter which is best left to the General Managers of Railways subject to the principle that the licence fees are not to be treated as a source of revenue but that at the same time a reasonable fee should be charged having regard to the turnover with a view to meeting the Railways' expenses in connection with the provision of the facility for running the service and supervision and inspection of these establishments. A reasonable rent should also be charged for providing the accommodation and this must normally be related to the floor area placed at the disposal of the contractor and the type of accommodation provided. There may, however, be special cases which may have to be treated on their own merits and these may be left to the discretion of the General Manager. So far as the fixation of licence fees is concerned, the extent to which the turnover figures are reliable should be left for examination by the Chief Commercial Superintendents and the Financial Adviser and Chief Accounts Officers and the General Managers would naturally be guided in the matter of revision of these fees by the advice given by their Commercial and Financial heads. After the first review as indicated above, these licence fees and rents should be reviewed every three years.

60. *Licence fees on the Southern Railway.*—The Committee also considered the special request of the Southern Railway for reduction of the licence fees which had been increased as a result of the calling of tenders for about a dozen stations in 1950 and also at a number of other stations where similar steep increases were made on the analogy of increases at "tender" stations. The Committee felt that this was a matter which could be disposed of by the Railway Board. The Railway Board have since considered this matter and have permitted suitable adjustments to be made. The Committee also noted the recommendations made by the Southern Railway in the matter of revising the licence fees generally on that Railway as contained in their letter No. 3259/PC/II, dated 18th

November 1953. The Southern Railway proposed basing the licence fees generally on the following formula:—

Category of catering or vending unit.	Percentage on turnover recommended as licence fee.*
Vegetarian and non-vegetarian Refreshment rooms and Light Refreshment rooms .	3 1/2%
Vegetarian Light Refreshment stalls.	4%
Tea stalls and fruit stalls on ex-S. I. Railway and Platform stalls on ex-M. & S. M. and ex-M. S. Sections.	5%

The Committee have already indicated in the preceding paragraph that there is definitely a case for review of the existing licence fees for the various types of catering establishments on Railways and they agree that the suggestions made by the Southern Railway as set out above should be examined by all Railways, and in the light of the result of the examination the Railway Board should lay down certain standards for adoption on different Railways. The Committee consider that this examination should be taken up as a matter of urgency and matters finalised as early as possible.



*This is on the assumption that the turnover figures are reliable within reasonable limits.

CHAPTER 10

RELIEF TO CATERING CONTRACTORS

61. *Certain relief requested by representatives of catering contractors.*—As already indicated in paragraph 3, Chapter 1, the Committee heard the representatives of the catering contractors on Indian Railways at their third and fifth meetings held on the 27th and 28th January 1954. These representatives *inter alia* referred to certain difficulties and disabilities under which they were said to be working and wanted as much redress as was possible in connection therewith. The points made by them refer principally to the following matters:—

- (i) Recent enhancements in licence fees by Railways—4 or 5 fold increase in some cases.
- (ii) Duplication of contracts at stations—one contractor, for example, should be given both tea and coffee contract, as separate contracts for such items would result in unnecessary duplication.
- (iii) Dual control of central and local rules and regulations in the matter of taxes, levies, inspections, etc.
- (iv) Unauthorised vendors plying their trade at stations should be eliminated by permitting *bona fide* contractors to sell articles sold by unauthorised vendors.
- (v) Extortions by railway staff.
- (vi) Curtailment in passes and other free carriage concessions particularly in freight concessions for carriage of ice and aerated water.
- (vii) Austerity meals prescribed by Government.
- (viii) Poor quality of ingredients supplied by Rationing Authorities.
- (ix) Electricity charges—fans and lights are in the nature of normal amenities to passengers and should be allowed by railways to the public using railway stations including railway catering establishments.

62. Re: (i)—*Relief regarding licence fees.*—The Committee have already dealt with the subject of licence fees in Chapter 9, paragraphs 56—60 in detail and have indicated the lines on which a review of the existing charges should be made by the Railways and the Railway Board.

Re: (ii).—*Unnecessary duplication in contracts to be avoided.*—The existing instructions already lay down that although there is no objection to two or more contractors having vending contracts for different articles or commodities at one large station, the different vending contractors should not vend the same commodities or articles and that if existing contracts contravene these stipulations, such duplication should be removed as and when practicable. The Committee have in Chapter 7, paragraph 49, also recommended that at large stations separate contracts should be given for separate commodities.

Re: (iii).—*An attempt may be made to persuade State Governments to dispense with dual control of Central and local Acts, bye-laws, rules and regulations in the matter of medical and sanitary inspection of catering establishments.*—The Committee understand that there would be legal difficulties in exempting catering contractors from the operation of local or municipal Acts, bye-laws, rules and regulations. They, however, recommend that the Railway Board may approach the State Governments with the suggestion that the Railway inspecting staff should be treated as local staff for the purpose of medical and sanitary inspections of catering establishments.

Re: (iv).—*Unauthorised vending at stations to be prevented.*—The Committee agree that the existing rules prohibiting unauthorised vending at stations should be strictly enforced by Railways who should take steps to effectively deal with the problem with the assistance of Railway Police, if necessary.

Re: (v).—*Any form of extortion by staff to be deterrently dealt with.*—The Committee desire it noted that free food is not admissible to the staff and agree that all such cases coming to light should be deterrently dealt with.

Re: (vi).—*Pass and freight concessions now available to contractors are adequate.*—At present, the standing rules require that catering contractors would be given only such number of free passes as are necessary to ensure the efficient operation and supervision of the establishments in question. At stations where a bazaar is not readily available, a free pass for conveyance of one maund of perishables per restaurant or refreshment room is given, one maund being the maximum limit, the actual quantities allowed being limited to actual requirements. In regard to freight concessions for carriage of ice and aerated water, the contractors concerned are now permitted to carry supplies required on trains but for replenishing refreshment rooms etc. at outstations they have to pay a concessional freight charge of six pies per bottle irrespective of distance including free return of bottles. The Committee consider that the existing concessions are quite adequate.

Re: (vii) and (viii)—~~Bad quality of ingredients supplied by Rationing Authorities and Austerity meals.—These are no longer live issues.~~

Re: (ix).—~~Electricity charges are legitimately due from contractors.—The Committee see no justification for waiving this charge as it relates to facilities actually provided.~~

63. *Advisory Committee of representatives of caterers.*—While on the subject, the Committee feel that a lot of the present sense of grievance of the existing catering contractors would be removed if Railways evolve a machinery for consulting the representatives of the caterers once or twice a year. The Chief Commercial Superintendent of each Railway may hold such meetings with the representatives of the caterers nominated by General Managers.



सत्यमेव जयते

CHAPTER 11

OTHER MISCELLANEOUS MATTERS BROUGHT UP BEFORE THE COMMITTEE

64. *Railway employees' concession in the matter of meal tariffs should continue but it should be uniform and not exceed 25 per cent. and be confined to contract catering only.*—One subject brought to the notice of the Committee was the issue of continuance or otherwise of the existing concessions given by catering contractors to Railway employees. These concessions have been in force for many years on all Railways although they have never been uniform throughout the Indian Railways. On some Railways, the concessions vary between 12½ per cent. to 25 per cent., on others these are 25 per cent. generally and on still others, lump sum concessions are given on a monthly basis. On one Railway at least, the concessions have been very liberal ranging between 30 per cent. to 45 per cent. The Committee have gone into the details of these concessions and feel that a complete withdrawal of these concessions would be tantamount to depriving the Railway staff from a reasonable facility which they have been enjoying for a considerable number of years. While, therefore, the Committee are not in favour of the withdrawal of these concessions, they agree that its extent should be clearly defined and that the concessions should not, in any case, be more than 25 per cent. These concessions should be available to all Railway employees when travelling on a pass over all Indian Railways. No concession need be given so far as departmental catering is concerned.

65. *Award of contracts to co-operative societies of vendors not recommended.*—The question of giving preference in the matter of award of contracts to Co-operative Societies of vendors was also considered by the Committee who felt that this was not a practicable proposition. The vendors to be able to give satisfactory service have to function individually and Co-operative Societies as such have no proper machinery for exercising supervision over the business of individual vendors. In fact, what little experience the Railways already have of the working of the Co-operative Society of vendors at Ghaziabad for example, indicates that there is constant recrimination and mutual bickering among the members of the Society so much so that they have had to resort to litigation. There have been complaints and counter-complaints, hunger strikes, etc. among the vendors forming the Co-operative Society, and there is little indication of the Society being well-managed.

66. *"Army School Cookery" method and evolving certain standard tinned meat dishes.*—Another suggestion made to the Committee was that some sort of standard cooking should be introduced in Railway catering establishments somewhat on the lines of the "Army School Cookery" method. Certain standard tinned meat dishes might also be evolved for use of passengers on routes where catering establishments were not available. The Committee consider that these suggestions might be passed on to the departmental catering establishments on Railways so that they may make the necessary experiments.

67. *Special appeals to catering and vending contractors to improve their service in all respects and to the Railway staff to see that the improvements are actually effected and maintained.*—The Committee also feel that the Railways can, with advantage, issue from time to time suitably worded appeals to their catering and vending contractors to improve their service in all respects and also to the Railway staff concerned to see that the improvements are actually effected and maintained. In these appeals a special point might be made to the effect that the general behaviour and the bearing of the staff employed in catering establishments should be improved forthwith.

"Courtesy to Customers Week."—A general sense of "courtesy to customers" should also be inculcated through these appeals. It is suggested that the Railways might also organise with advantage "Courtesy to Customers Week" once or twice a year.

नमो भगवते वासुदेवाय

CHAPTER 12

SUMMARY OF CONCLUSIONS AND RECOMMENDATIONS

68. The principal conclusions and recommendations of the Committee contained in this Report are summarised in the following paragraphs:

Chapter 2—Contract Catering.

(1) On a review of the present position of catering on Railways, the Committee found that contract catering was in force over a very wide field. The Committee noted that about 84 per cent. of catering establishments were, in fact, in the hands of contractors; the other 16 per cent. or so only being departmentally run. So far as vending was concerned, this was almost entirely in the hands of contractors.

(Paragraph 4)

(2) The Committee also noted that although contract catering had the advantage of lower costs and was, therefore, in a better position to give satisfactory service, there was a large volume of complaints against such catering. They also noticed that some catering contractors who have large holdings are not in a position to exercise adequate personal supervision over their staff or services rendered in their establishments spread over a wide area or to pay due attention to public complaints and to take adequate remedial measures.

(Paragraphs 6, 7 & 9)

(3) After having carefully examined the present state of affairs in contract catering establishments and the numerous complaints received in respect of the services rendered, the Committee came to the conclusion that the following steps were necessary to achieve the desired improvement:—

- (i) Railways with no departmental catering should start with an experiment with an economic departmental catering organisation so as to set the standard and service as a model;
- (ii) the holdings of contractors should be compact and of a manageable size and the existing large holdings which have resulted in unsatisfactory service should be reduced;

- (iii) Railway Administrations should ensure more effective supervision and take prompt and vigorous action for unsatisfactory service.

(Paragraph 10)

Chapter 3—Different types of catering

(4) The Committee after examining the different types of catering establishments now run on Indian Railways came to the conclusion that, with the changed conditions in the country, the western style catering at wayside stations had no future as a separate entity. They consider that restaurants now catering exclusively in the western style may be closed down, except in places where contractors find that they have adequate custom. Likewise, Restaurants run departmentally may also be closed down if they are uneconomic. Isolated demands for this type of catering at wayside stations could be met by the non-vegetarian refreshment rooms where they exist and are considered suitable for taking up this kind of catering in addition.

(Paragraph 15)

(5) While the Committee consider that western style catering in restaurants will largely disappear, they feel that it will be necessary to maintain this style of catering in the restaurant cars running on important long distance trains for catering to meet special requirements of overseas tourists and other higher class passengers for some time to come.

(Paragraph 16)

Chapter 4—Departmental catering.

(6) The Committee have noted the opinions expressed in favour of departmental catering and agree that satisfactory catering is one of the needs of the travelling public. They also agree that departmental catering could be an inducement to catering contractors to improve their service as well. They have, therefore, already recommended [see item 3(i) above] that Railways with no departmental catering should start with an experiment with an economic departmental catering organisation.

(Paragraphs 19 & 20)

(7) While recommending organisation of departmental catering to a limited extent on each Railway, the Committee have noted the possible difficulties in the way of implementing the recommendation both from the points of view of administrative responsibility and its

financial implications and have suggested ways and means of meeting them. They have come to the conclusion that departmental catering should be capable of running on a 'no profit no loss' basis if certain measures were adopted to reduce expenditure, including combining different types of catering to form an economic unit for departmental working.

(Paragraphs 21 to 24)

(8) The Committee have stated that it was not their intention to recommend elimination of contract catering on the Railways. They would like to see efficient contract catering running side by side with departmental catering, each profiting from the experience of the other, and fulfilling a complementary role.

(Paragraph 25)

Chapter 5—Improvements in contract catering

(9) The Committee have noted *inter alia* the desirability to reduce the existing large holdings to reasonable and manageable proportions. The holdings must necessarily be compact and capable of working economically, but at the same time should not be too large as such holdings have resulted in practice in unsatisfactory service. The Committee realise that it is difficult to lay down any rigid limitation of holdings either by defining an area, number of contracts or monthly sales. Taking all factors into consideration, they agree that some discretion must be left with General Managers so that the local factors and satisfactory services of contractors may be taken into account in determining the reasonable size of holding in each individual case. They have, however, set out, as a broad indication of policy, the following directive principles:—

- (i) In the case of Restaurant/Dining Cars, a contract may, if necessary, extend over the whole Railway and contiguous Railways.
- (ii) In the case of Restaurants and Refreshment Rooms, holdings may extend to about 10 to 12 contracts within a compact area on Indian Railways.
- (iii) In the case of vending contracts, holdings may extend to about 5 to 7 contracts within a compact area on Indian Railways. Local interests should, however, be encouraged in this case.
- (iv) A combination of vending, catering and dining car contracts in any individual case is permissible wherever deemed expedient to form an economic unit. Where such a combination is permitted, the total number of holdings may extend to about 15 to 20 contracts.

(v) Care should be taken to see that the same Contractor does not operate under different names on Indian Railways.

(vi) Before giving a contract, a declaration in writing should be obtained to show,

(a) that the Contractor does not operate under a different name anywhere else on Indian Railways;

(b) the number of catering or vending contracts, if any, the Contractor holds on Indian Railways.

NOTE.—In the event of any false declaration being given, all the contracts of the Contractor in question will be liable to termination on Indian Railways.

If, in any particular case, circumstances warrant the extension of the holdings beyond the limits specified, the General Manager should obtain the approval of the Railway Board.

(Paragraphs 26 & 27)

(10) The Committee recommend that each railway should review all its catering and vending contracts with a view to implementing the directive principles set out in paragraph 27 of the report.

(Paragraph 28)

(11) The Committee feel that although comprehensive instructions already exist regarding inspection of catering arrangements on Railways, in actual practice there has been some slackness in their implementation, and that supervision by those who are required to carry out these duties has been deficient. They recommend that more effective supervision must be enforced. Surprise inspections should also be encouraged.

(Paragraphs 29 to 31)

(12) The Committee also feel that specific provision should be made for imposition of fines on catering and vending contractors for unsatisfactory service. These should be sufficiently deterrent and may extend up to Rs. 100 in any particular case.

(Paragraph 32)

(13) The Committee recommend that in the event of a wholesale termination of contracts of a contractor for grave reasons on one railway, he should not be reappointed anywhere else on any other Indian Railway. If employees of a contractor are likewise dismissed for good and sufficient reasons, they should be debarred from appointment by any other contractor on any Indian Railway.

(Paragraph 33)

(14) The Committee consider that instructions regarding maintenance of complaint books should also be strictly observed and

cases of complaints such as non-production of complaint books viewed seriously, and adequate action taken against the contractors concerned by the appropriate railway officer.

(Paragraph 34)

(15) The Committee consider elimination of subletting of contracts essential for improvement in the existing state of affairs particularly in the context of vending contracts.

(Paragraph 36)

(16) The Committee noted the present multifarious tariffs for the different types of meals as confusing to the unwary passengers who were often defrauded and made to pay exorbitant rates not authorised by the Railway Administrations. The Committee have, therefore, evolved certain standard menus at standard price for Indian style meals served in refreshment rooms.

(Paragraph 37)

(17) The Committee consider that in awarding contracts, the appointment of suitable local men with requisite experience of catering should be encouraged. The Committee also consider that to ensure that subletting is not resorted to, Railway Administrations should carefully examine the *bona fides* of displaced persons before giving special preference to them in the matter of award of contracts.

(Paragraph 38)

(18) The Committee recommend that the tenure of all catering contracts to be entered in the future should be of three years only, terminable on a month's notice from either party, subject, however, to the present proviso that contracts are liable to be summarily terminated in the event of a breach of the conditions of the contract, including unsatisfactory service, subletting or any other improper act. The Chief Commercial Superintendent should be treated as the authority who would take a decision whether a particular contract should be terminated in terms of the proviso referred to above.

(Paragraph 39)

(19) The Committee consider that a reasonable security deposit related to the business turnover for a specified period should be charged at the discretion of the General Manager. The basis should, however, be uniform on each Railway applicable to all types of contracts

(Paragraph 40)

Chapter 6—Restaurant/Dining Cars

(20) Having inspected the different types of Indian style dining and buffet cars now running on Indian Railways, the Committee felt

40

that the present arrangements were generally unsatisfactory and that, in future, there should be provision for only two types of dining cars—one designated "restaurant car" and the other "dining car". Restaurant cars should be full dining cars catering mainly in the western style as at present running on all important long distance mail and express trains having fairly heavy upper class passenger traffic and tourist traffic in particular. The dining cars catering mainly in the Indian style should also have larger seating accommodation. The Committee have in this context suggested that the future dining cars should be designed on the basis of their recommendations contained in paragraph 42 of the Report.

(Paragraphs 41 & 42)

(21) The Committee also recommend that in future both restaurant and dining cars should be open to all classes of passengers during meal times. This recommendation has already been implemented by the Railway Board.

(Paragraph 43)

(22) The Committee also recommend that the construction of dining cars of the proposed design should be accelerated and a definite programme laid down by the Railway Board for early replacement of the existing buffet cars and catering compartments used for Indian style catering.

(Paragraph 44)

(23) The Committee have also evolved a standard design of containers in 'Thali' service as indicated in Appendix 'G' for general use in all dining cars for serving Indian style food.

(Paragraph 45)

Chapter 7—Vending contracts

(24) The Committee have noted that of all the different types of catering establishments on Railways, those for vending are usually the most profitable, and that, as the scope for profit is large, there has been a tendency on the part of middlemen having the necessary capital and influence entering the business by securing the contracts and then subletting them to vendors of salesmen at exorbitant rates. This has in turn led to the vendors and salesmen giving bad service and unsatisfactory food. Extortionate charging by such vendors has also been noticeable in the cases where vending contracts have been sublet. The Committee have also examined the various data made available to them in connection with the complaints for subletting and come to the conclusion that subletting was frequently and freely being resorted to by some contractors.

(Paragraphs 46 to 48)

(25) The Committee feel that the recommendation that they have already made earlier for reducing the size of holdings of contractors in terms of the directive principles will help in the elimination of subletting to a large extent. They further recommend that the number of salesmen per vendor or per platform should also be carefully fixed and strictly enforced to prevent any scope for subletting of contracts. At large stations, separate vending contracts should be given for separate commodities. The Railway Administration must also be vigilant and watchful and take prompt action both in the letter and spirit of paragraphs 7 and 8 of the Railway Board's directive at Appendix 'C'.

(Paragraph 49)

Chapter 8—Prices of meals

(26) The Committee have in consultation with the representatives of the catering contractors evolved certain standard menu and standard price for Indian style meals and these have already been notified, at their request. They have in fact come into force from 1st September, 1954. The particulars of the standard menu and standard price are given at Appendix 'T'.

(Paragraph 51)

(27) In regard to Indian style meals served in Indian style dining or buffet cars and western style meals where they continue to be served on Indian Railways, the Committee, after making certain suggestions, recommend that Railways should examine them with a view to introducing standard menu and standard prices applying, as far as possible, to all Indian Railways. In regard to prices of tea and coffee also, suitable standardisation should similarly be considered by the Railway Board.

(Paragraphs 52 to 54)

(28) The Committee feel that so far as prices of foodstuffs, including sweetmeat and other edibles sold in vending stalls or hawked by vendors are concerned there is some scope for reduction, and that Railways should pursue the matter further.

(Paragraph 55)

Chapter 9—Licence Fees

(29) The Committee recommend that Railways should examine the scope for further enhancement in licence fees generally for the various types of catering establishments. So far as the actual revision of licence fees is concerned, the Committee consider that this should be left to the General Managers of Railways subject to the principle that the licence fees are not to be treated as a source of

revenue but, at the same time, a reasonable fee should be charged having regard to the turnover with a view to meeting the Railway's expenses in connection with the provision of facilities for running the service and supervision and inspection of the establishments. A reasonable rent should also be charged for providing accommodation and this must normally be related to the floor area placed at the disposal of the contractor and the type of accommodation provided. After the first review, the licence fees and rents should continue to be reviewed every three years. To what extent the turnover figures are reliable should be left for examination by the Chief Commercial Superintendent in consultation with the Financial Adviser and Chief Accounts Officer. Certain suggestions in regard to the basis of fixation of licence fees made by the Southern Railway were commended for examination by all Railways. In the light of the result of the examination, the Railway Board should lay down certain standards for adoption on different Railways.

(Paragraphs 59 & 60)

Chapter 10—Relief to catering contractors

(30) The Committee recommend certain reliefs to catering contractors, such as avoidance of unnecessary duplication of contracts at stations and unauthorised vending at stations or on trains; protection against dual control of Central and local Acts, byelaws, rules and regulations in the matter of medical and sanitary inspections of catering establishments and extortion by Railway staff.

(Paragraph 62)

(31) The Committee also recommend the setting up of an advisory committee consisting of representatives of caterers nominated by General Managers on each Railway.

(Paragraph 63)

Chapter 11—Other miscellaneous matters brought up before the Committee

(32) The Committee recommend the continuance of Railway employees' concession now allowed by catering contractors in the matter of meal tariffs but desire it to be rationalised and placed on a uniform basis, the extent of concession not exceeding 25 per cent in any case. No concession need be given so far as departmental catering is concerned.

(Paragraph 64)

(33) The Committee considered the question of giving preference in the matter of award of contracts to co-operative societies of

vendors but did not favour the idea for reasons set out in paragraph 65.

(Paragraph 65)

(34) The Committee recommend experiments being carried out by departmental establishments on Railways to see if cooking generally cannot be improved by the adoption of what may be called "Army School Cookery" method. Certain standard tinned meat dishes might also be evolved by experiments in these establishments.

(Paragraph 66)

(35) The Committee feel that the Railways can, with advantage, issue from time to time suitably worded appeals to their catering and vending contractors to improve their service in all respects and also arrange "courtesy to customers week" once or twice a year.

(Paragraph 67)

O. V. ALAGESAN,

Chairman.

SHAH NAWAZ KHAN

P. C. BHATTACHARYYA

K. B. MATHUR

Members

S. K. GUHA

Secretary.



NEW DELHI:

The 13th November, 1954.

APPENDIX—A.

List of Individuals and Associations whose Suggestions have been considered by the Committee.

1. Shri S. Ghose, 9, Lansdowne Road, Calcutta—letter dated 10th November 1953.
2. Shri Ram Chandra, M.L.A., Jullundur City—letter dated 26th November 1953.
3. Shri Sri Chand Singhal, M.P.—letter dated 14th October 1953.
4. Shri N. Ramaseshiah, M.P.—letter dated 10th December 1953.
5. Shri B. S. Murthy, M.P.—letter dated 8th April 1954.
6. Shri Achal Singh, M.P.—letter dated 31st March 1954.
7. Shri N. Prasada Rao, M.P.—letter dated 3rd July 1954.
8. Shri K. T. Achuthan, M.P.—letter dated 27th April 1954.
9. Thakur Jugal Kishore Sinha, M.P.—letter dated 10th May 1954.
10. Shri C. P. Rajabhadur Madaliyar, 'Brindavanam', Kotagiri—letter dated 17th February 1954.
11. All India Travellers and Transport Relief Association, Poona—letter dated 2nd December 1953.
12. All India Women's Food Council, Lucknow—letter dated 4th December 1953.
13. Shrimati Mridula Sarabhai, 61, Constitution House, New Delhi—letter dated 8th December 1953.
14. Shri A. Natesan, Char Bungalow, Matunga, Bombay—letters dated 30th December 1953 and Nil.
15. The Refugees Association, 36, Anderson Street, Madras—letter dated 5th February 1954.
16. Shri R. Raju Naidu, Karumguzhi village, Chingleput Distt., Madras—letter dated 15th January 1954.
17. Shri N. Sundaram, Proprietor, Madras Stores, Baird Road, New Delhi—letter dated 30th April 1954.
18. Shri Ramesh Chandra, Sub-Contractor of M/s Shyam Lal Kishan Lal, Vending Contractors, Jullundur—letter dated 5th May 1954.
19. Baba Raghav Das Ji of Railway Passengers' Association, Gorakhpur—letter dated 23rd May 1954.
20. All India Prem Sabha, Amritsar—letter dated 8th June 1954.
21. Mehta Bishan Das, Non-vegetarian Refreshment Room contractor, Amritsar—letter dated 26th May 1954.
22. The Rewari Railway Station Catering and Vending Contractors Association, Rewari—letter dated 17th May 1954.
23. Shri Kewal Krishan, Sub-Contractor of M/s Ram Rakha Mal Mohan Lal, Vending contractors, Hanumangarh Jn.—letter dated 17th May 1954.
24. All India Federation of Transport Users' Associations—meeting held with Minister on 18th July 1954.
25. Shri Nathumal Mewaram, Retd. T.T.I., C/o Station Master, Agra Cantt.—letter dated 18th July 1954.

APPENDIX—B

List of the Representatives of Catering Contractors who were heard by the Committee on the 27th & 28th January, 1954.

1. Shri Z. R. Irani—representing M/s Spencer & Co. Ltd. (Restaurants Contractors, Northern Railway.)
2. Shri Ballabhadas, representing M/s Ballabhadas Eshwardas (Refreshment Rooms and Vending Contractors, Northern Railway).
3. Shri N. Ferreira—representing M/s. D. Aguiar & Co. (Restaurants Contractors Western Railway).
4. Shri Rasiklal—representing M/s Chhotalal Jamnadas & Co. (Refreshment Rooms and Vending Contractors, Western Railway).
5. Shri J. C. Bose—representing M/s Railway Catering Co. (Restaurants, Refreshment Rooms and Vending Contractors, North Eastern Railway).
6. Shri Muneshwar Prasad—representing M/s Gunaish Lal & Co. (Refreshment Rooms and Vending Contractors, North Eastern Railway).
7. Shri R. S. Mullick—representing M/s Indian Railway Catering Co. (Refreshment Rooms and Vending Contractors, Eastern Railway).
8. Shri Balkrishna Dubey (Refreshment Rooms and Vending Contractors, Eastern Railway).
9. Shri A. Viswanatha Iyer (Refreshment Room and Stall Contractor, Southern Railway).
10. Shri K. Sitarama Rao (Refreshment Room and Stall Contractor, Southern Railway).
11. Shri R. N. Kalyanarama Iyer, President, Southern Railway Vegetarian Refreshment Rooms and Stalls Lincensee's Association, Shencottah.
12. Shri K. P. Diwadkar, representing M/s K. P. Diwadkar & Bros. (Refreshment Rooms and Vending Contractors, Central Railway).
13. Shri N. D. C. Nanabhoy, representing M/s Nanabhoy Framji & Sons. (Refreshment Rooms Contractors, Central Railway).



सत्यमेव जयते

APPENDIX—C

Copy of the Railway Board's letter No. 1026—T'G, dated the 18th May, 1951 to all Indian Railways on the subject of catering and vending contracts.

The question of the policy to be pursued on Indian Railways in regard to catering and food vending was discussed at the meeting of the Central Advisory Council for Railways held on 19/23-12-1950 when they recommended that the system of awarding contracts on tender basis be abandoned and that the future policy in this regard be left entirely in the hands of the Railway Board who should adopt such methods as would secure the best quality of service.

2. This subject was later discussed at the meeting of the Commercial Committee for Interchange held on 9-1-51 when certain suggestions were Commended to the Railways for consideration and expression of views. These have since been received and examined by the Board and the following instructions which are being issued in supersession of all previous instructions on the subject are to be strictly adhered to in future.

3. *Methods of awarding contracts.* Vacancies should be advertised either by putting up notices in conspicuous places or/and through the press according to the importance of the contract. Contracts should be licensed out by inviting applications and not by calling tenders.

4. *Persons eligible for contract.*

(i) *Stalls including platform vending :*

(a) *At large stations* including important junctions and big terminal stations where considerable traffic is interchanged or booked, contracts should normally be given only to suitable professional and experienced caterers of good standing. There is no objection to two or more contractors having vending contracts for different articles or commodities at one large station but different vending contractors should not vend the same commodities or articles. If existing contracts contravene this stipulation anywhere, they may be allowed to continue as hitherto but as vacancies occur, such duplication should be removed.

(b) *At other stations* including small and wayside stations, contracts should normally be awarded to local professional men including experienced refugee caterers or vendors settled in the area. Other things being equal, preference may be given to displaced persons and registered co-operative societies. In other words, from amongst those applicants who are considered to have equal experience, resources and ability to provide service of a high standard, preference is to be given to displaced persons and co-operative societies. If displaced persons or co-operative societies are found to be less suitable than others they cannot claim to have satisfied the condition of other things being equal, by virtue of their special position. As between displaced persons and co-operative societies, other things being equal, preference for consideration should be given to the former.

(ii) *Refreshment Rooms—Vegetarian and Non-Vegetarian:—*

Contracts for refreshment Rooms are normally to be awarded to experienced hoteliers or catering firms of repute only. There is, however, no objection to Refreshment Room contracts at small stations being awarded to local caterers if, in the circumstances of the case, such arrangements are considered more suitable. For such stations applications from displaced persons having catering experience and from co-operative societies may also be considered and, other things being equal, they may be accorded preference, as in the case of contracts for stalls. Having regard to the margin of profits generally accruing from Refreshment Rooms and the desirability of providing reasonable business to Refreshment Room contractors to enable them to maintain the required standard of service, contracts for both types of Refreshment Rooms at the same station or a group of large and small Refreshment Rooms in an area, may be awarded to the same contractor if necessary.

(iii) *Restaurants.* Contracts for Restaurants are to be awarded to hoteliers or catering firms of repute having sufficient experience of Western style catering. As the number of Restaurants required to be maintained on each Railway is not likely to be large, they may all be grouped in one or two holdings only. Consideration for providing a reasonable volume of business applies even to a larger extent to Restaurants.

(iv) *Indian style dining cars.* Contracts for Indian style dining cars are to be awarded to experienced caterers who have already proved their ability to maintain a high standard of service in Railway Refreshment Rooms.

(v) *Restaurant cars.* Contracts for Restaurant cars are to be awarded to experienced caterers who have already proved their ability to maintain a high standard of service in Railway Station Restaurants.

5. *Selection of contractors.* The ability to provide service of a high standard should be the prime consideration in the award of catering and vending contracts. Care should, however, be taken to see that unduly large holdings of any type of catering or vending contracts are not created. Existing contracts however need not be disturbed just to reduce holdings. The responsibility for selecting suitable contractors rests entirely on the Railway Administrations who should take steps to ensure that the best possible choice is made, when large station contracts are concerned, apart from the candidates being required to produce proofs of their financial status, opinion of the local authorities may also be obtained in a suitable manner in the matter of the selection.

6. *License fees.* Reasonable license fees and rent for accommodation and other facilities provided by the Railways should be recovered from the contractors. Such fees may be determined taking into consideration local conditions and other relevant factors including the volume of business and the margin of profits.

The proposals submitted by individual railways in their letters noted in the margin

G.I.P.—No. Con. 7778/5, dated 15/19-2-51.	are accepted and should be implemented without delay and the Board
E.I. D/o No. CCM/C/72/P&V/50, dated 20-2-51	advised. It is considered that there
M & SM No. P 19 dated 24-2-1951.	would be room for increase in these
BN.—No. Secy./C. dated 17-2-1951.	fees in future. The need for the
S.I. No. WS 207/51/592, dated 8-2-1951	revision of fees each time a contract
E.P.—No. C—56/0 dated 25-4-1951.	has to be renewed or let afresh should
Assam—No. 934C/014/C & G, dated 13/16-4-51	be kept in view.
O.T. D/O No. A. 17/SS/51, dated 28-4-1951.	

7. *Tenure of contracts.* All station vending and Refreshment Room contracts are to be awarded for a period of 3 years and for Restaurants and Restaurant cars for 5 years. It should be provided that contracts are liable to be summarily terminated in the event of a breach of the conditions including unsatisfactory service, subletting or any other improper act. The three-year or 5 year tenure will not preclude the renewal of a contract if the service is satisfactory and the contractor is willing to abide by the revised conditions of the contract.

8. *Prohibition of sub-letting.* Railways should be particularly strict in dealing with the sub-letting of a contract which is totally prohibited.

9. *Replacement of licensee in the event of his death.* On the death of a licensee the contract for the unexpired period may be transferred in the name of his legal heir or successor if the administration is satisfied that such person would be in a position to carry on the business satisfactorily.

10. *Ban on the sale of certain articles and regulation of sales generally.*

- (a) The sale of beef or any other part of the Cow's flesh, ham and pork shall be totally prohibited.
- (b) The sale of alcoholic drinks shall be totally prohibited.
- (c) Austerity measures or other regulations concerning food as notified from time to time by the Central or State Governments shall be strictly complied with.
- (d) Utensils and service in Vegetarian Refreshment Rooms must be kept entirely separate from those of Non-Vegetarian Refreshment Rooms.
- (e) The service of regular full meals for all classes of passengers at stations or in trains apart from those obtained from dining cars is the legitimate business of the Vegetarian or Non-Vegetarian Refreshment Rooms or Restaurants where they exist. As distinct from this, the vending contractor's business is to sell light refreshments and miscellaneous individual items of food, such as purris, bhajis, sweetmeats, etc., etc. In this respect a clear-cut distinction should be observed on Railways and vending contractors should not be allowed to sell regular full meals where Refreshment Rooms are provided.

- (f) The number of stalls, vendors' trolleys etc. should be kept as low as possible, without curtailing the required convenience for passengers, so that congestion at platforms and in waiting halls and consequent annoyance to the travelling public is avoided.
- (g) No articles should be sold during the hours of 11 p. m. to 4 a. m. either at the stall or through salesmen on the platforms. At big stations and junctions such articles may however be sold during the hours of 11 p.m. to 4 a.m. at the stall only, but these must not be hawked on the platform or on trains during these hours.
- (h) Notices should be exhibited prominently at stalls and in the dining rooms advising the public whether the cooking medium used is 'pure ghee' or 'vanas-pati product' or some other edible oil.

11. *Prohibition of communal denominations.* The use of communal denomination either written or oral in the context of catering and vending services and establishments is not permitted. Signboards for Refreshment Rooms and stalls should include the name of the contractor.

12. *Fixation and periodical review of prices.* The prices fixed by Administrations for the various articles sold on railway premises need not necessarily be limited strictly to the prices prevailing in the locality, but they must not be unduly higher. In fixing prices the nearest local body, i.e. Municipality or district board may be consulted and a revision should be undertaken whenever there is a substantial variation in the prices of the commodities mainly used.

13. *Price Lists.* Authorised price lists duly signed are to be exhibited in all refreshment rooms, restaurants, stalls and on each vendor's tray.

14. *Medical examination.* All catering or vending contractors who have or may be deemed to have personal dealing with their customers and the staff employed by them should be subjected to medical examination at least twice a year by railway doctors to ensure that they are free from contagious or infectious diseases. The medical certificate should be mounted on a neat folder and kept readily available for inspection on demand.

15. *Character verification.* The character of all staff employed by contractors should be varied by the local police.

16. *Dress Regulations.*

- (a) Suitable uniforms with distinctive turbans, caps or waist bands must be worn by the staff of all refreshment rooms, restaurants and restaurant cars and these uniforms must always be kept clean and tidy. The distinctive colours of turban, cap or waist bands should be as follows :—

Vegetarian Refreshment Rooms . . .	RED.
Non-Vegetarian Refreshment Rooms . . .	BLUE.
Restaurants, Restaurant cars . . .	WHITE.
Indian type dining car . . .	YELLOW.

Where turbans, caps and waist bands are not in use, Administrations may prescribe other suitable distinctive marks in the prescribed colours.

- (b) Authorised vendors on stalls or at platforms must also wear suitable uniform as fixed by Railway Administrations.
- (c) All bearers and vendors should wear metal badges with serial numbers and the name of the contractor.

17. *Inspections.* Frequent and intensive inspections should be carried out to ensure that the service provided is of a high standard and the articles offered for sale are wholesome and of good quality and that a proper standard is maintained in regard to sanitation, and cleanliness of the entire premises and the personnel employed. Officers of all departments of the Railway should be encouraged to make inspections and bring the shortcomings to the notice of the departments dealing with catering and vending contracts.

18. Cases of unsatisfactory service must be viewed seriously and adequate action taken promptly against the contractors responsible. When a contractor is given a warning, it should also contain a notice that in the event of the desired improvement not being effected within a stipulated period the contract would be terminated, and if the contractor fails to improve after this warning, there should be no hesitation to terminating his contract.

19. *Departmental catering.* With regard to the question of the extension or introduction of departmental catering, a decision must in each case be based on a proper consideration of the desirability of such extension or introduction in public interest and its financial consequences. Such extension or introduction should, however, be effected only on the normal expiry of the contract unless in a particular case it happens to be terminated summarily in terms of para. 7 above.

20. An acknowledgment is requested.



सत्यमेव जयते

APPENDIX "D"

Statement showing the particulars of complaints received during the month of November 1953 against Catering & Vending Services run by Catering Contractors on Indian Railways.

Particulars of complaints received during the month of November 1953 in respect of				
Railway	Dining or Restaurant Cars	Restaurants	Refreshment Rooms	Vending Stalls and Platform Vendors.
Central.	Nil	Nil	<p><i>Wadi</i> (M/s. S. N. Jog & Sons)</p> <p>1. Unhygienic aluminium glasses used and unsatisfactory food served.</p> <p><i>Bhopal</i> (M/s. Brandon & Co.)</p> <p>2. More quantity of chillies used.</p> <p><i>Bina</i> (M/s. R. S. Banarsi Dass & Sons)</p> <p>3. Rate charged for breakfast was high although it was correct as per sanctioned rate.</p> <p>4. Bad quality of tea served in dirty tray.</p> <p><i>Kurnool</i> (Mr. P. S. Subramaniya Iyer)</p> <p>5. High rates charged for cigarettes, meals and coffee.</p> <p><i>Purna</i> (Shri Lal Chand Lekhraj)</p>	<p><i>Bombay V. T.</i> (M/s. Ballabhdas Eshwardas—Tea, coffee, sweetmeat & fruit stalls).</p> <p>1. Serving less quantities than scheduled.</p> <p>2. Bad quality of groundnuts sold.</p> <p><i>Byculla</i> (M/s. Chhotatalal Kishenlal—Tea, coffee, sweetmeat & fruit stall)</p> <p>3. Cold tea served.</p> <p><i>Gulbarga</i> (Kasimkhan Bahadurkhan—Tea, coffee & non-Vegetarian food stall).</p> <p>4. Milk analysis—sample of milk collected by A.M.O. on 1-11-53 was found unsatisfactory.</p> <p><i>Gulbarga</i> (M/s. S. N. Jog & Sons—Tea, Coffee, sweetmeat & fruit stall).</p> <p>5. Milk analysis—Sample of milk collected by A. M. O. on 1-11-53 was found unsatisfactory.</p> <p>6. Exorbitant rate charged for a cup of tea of 5 ozs.</p> <p><i>Sholapur</i> (M/s. H. B. Sharma & Sons—Tea, Coffee & fruit stall.)</p>

1	2	3	4	5
				6. Rude behaviour of the bearer and unsatisfactory service rendered by the catering contractor.
				7. Milk analysis—sample of milk collected by A.M.O. on 1-11-53 was found unsatisfactory.
				<i>Kazipet</i> (Shri Raja Bahadur Badrivishal)
				<i>Bhusara</i> (M/s. A. K. M. H. Jaffar—Tea, Coffee, & Food Stall).
				8. Tea supplied with less quantity of sugar.
				<i>Burhanpur</i> (Shri Arjunlal Pratapji—Tea, Coffee, Sweetmeat & Fruit stall).
				9. Bad quality of tea.
				<i>Chalisgaon</i> (Shri H. K. Sharma—Tea, Coffee, Sweetmeat & fruit stall).
				10. Charged one anna excess than the scheduled rate per cup of tea.
				<i>Mannad</i> (Shri V. V. Manke—Tea and Coffee, stall)
				11. Bad quality of tea & discourteous behaviour of the Manager.
				<i>Jalgaon</i> . (Shri Arjunlal Pratapji—Tea, coffee, sweetmeat & fruit stall).
				12. Quality of tea like hot water.
				<i>Baran</i> (Shri Phool Chand—Tea and coffee stall).
				13. Bad tea with less sugar and impure milk was served.
				<i>Mudkhed</i> (Shri B. Rajah—Tea & coffee stall).
				14. As. -/3/- charged for a plate of shew and dal.
				<i>Sholapur</i> (Shri Dagdudal Laduram Upadhya—Food & Sweetmeat stall).
				15. Adulterated milk served.
				<i>Ganach</i> (Messrs. H. P. Nag & Bros.)
				16. Complaint against sweetmeat stall for supplying bad puri.
				<i>Ondal</i> (M/s. H. P. Nag & Bros.)
				<i>Ranchi Road</i> (Messrs. Saraogi Bros. & Co.)
				9. Complaint against the Manager for not supplying meal.
				<i>Asansol</i> (M/s. H. P. Nag & Bros.)
				1. Supply of in sufficient meal.
				<i>Bolpur</i> (M/s. G.F. Kellner & Co.)
				1. Supply of in sufficient meal.
				<i>Eastern</i>

10. Complaint against the Manager for supplying bad food.
Howrah (M/s. Ballabhdas Agrawal).
11. Supply of bad meal, i.e., chicken curry was cold, chapatties were raw. There was neither soap nor towel at the wash-hand basin.
Asansol (Sri D. D. Gossain).
12. Complaint against bearer No. 108 for not returning balance.
Moghalsarai (M/s. Ballabhdas Agrawal).
13. Bearer No. 105 took order for meal but bearer No. 5 served the meal. The former came later with meal which was refused but he demanded payment. On refusal he misbehaved.
Chakardharpur (M/s. Indian Railway Catering Co.)
14. Bad quality of food as also incivil behaviour.
Raigarh (M/s. Ballabhdas Eswardas).
15. Bad quality of food as also incivil behaviour.
Tatanagar (M/s. Indian Railway Catering Co.)
16. Incivil behaviour.
Palasa (Sri B. K. Dubey).
17. Misbehaviour of the Manager, Tea Stall, Ondal.

<i>Giridih</i>	} Messrs. H. P. Nag & Bros. and Sri G. C. Barai.
<i>Madhupur</i>	
<i>Jasidih</i>	
<i>Deoghar</i>	
- 18 to 21. General complaint regarding supply of tea etc., also for supplying bad food and tea.
Asansol (Messrs. H. P. Nag. & Bros.).
22. Complaint against the sweetmeat vendor for supplying bad food.
Chittaranjan (Shri J. P. Singh).
23. For not returning correct balance by the Tea Vendor.
Moghalsarai. (M/s. Ballabhdas Agarwal).
24. Tea vendor misbehaved and served cold tea on platform No. 3.
Purulia (M/s. A. H. Khan & Co.)
25. Incivil behaviour.
Bauria (M/s. Ballabhdas Eswardas).
26. Bad quality of foodstuffs and incivil behaviour.
Cuttack. (M/s. Ballabhdas Eswardas).
27. Unhygienic way of handling foodstuff.
Mahasamand (M/s. Ballabhdas Eswardas.)
28. Charging more price than fixed in the tariff.

17. Incivil behaviour.

Khurda Road (M/s. Ballabhdas Eswardas)

18. Bad quality of foodstuff served.

Bandikui (M/s. C. H. Nihal Singh & Sons). *Chambal* (Shri Bhagwanlal)

19. Bad quality of meat.

29. Bad quality of tea.

20. Bad quality of Tea.

Railam (M/s. Ramjilal Pitambardas & Co.)*Railam* (M/s. Hukmarai & Co.)

30. Poor quality of tea.

21. Bad quality of food and refused to produce complaint book.

Chitrod (Shri Shivchand Jagdish).

22. Bad quality of food and non-compliance of salt and sweet dishes.

31. No cigarettes in the stall.

Goregaon (Shri Himat Rai Malhotra.)

32. Non-supply of tea and rude behaviour.

Railam (M/s. Bhimalchandra Jagdish Kumar)

23. Supplied vegetarian meals in train to a passenger who noticed non-vegetarian particles in the food.

Northern

Banaras Cantt. (M/s. Eswardas & Sons).*Bharatpur* (Shri Gopila)

24. Rude behaviour of the bearer towards the complainant.

33. Bad quality of tea and biscuits.

Sikar (Shri Jagannath).

34. Cups below standard size and milk adulterated.

Jullundur City (M/s. Sirumal Ishwar Das.)

35. Supply of bread of poor quality.

Jullundur Cantt. (Shri Bhagwan Das).

36. Refusing to part with the plantains chosen by the complainant.

Patti (Shri Khairati Lal)
37. Encouraging illicit travel.

Faridkot (Shri Behari Lal.)
38. Selling poor quality of food.

Kapurthala (Shri Jhangi Ram)
39. The quality of wares was poor and general cleanliness was also found to be unsatisfactory.

Gurdaspur (Shri Bishan Das).
40. Sweets were found lying exposed to flies and general cleanliness was very poor.

Ferozepore City.—(Shri Manohar Lal).
41. Poories on sale were stale and ladoos were of a poor quality.

Mukerian (Shri Mathura Das).
42. D. C. S., Ferozepore during the course of his inspection noticed that the vending arrangements were extremely unsatisfactory. The cooked gram was not being served free with chapaties. Wire gauge cover over the milk was dirty. Tumblers were not properly cleaned. Cups and saucers were cracked.

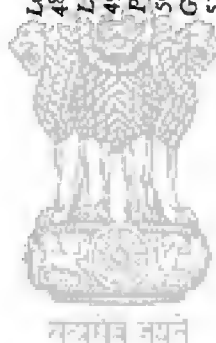
Pathankot (M/s. Mehta Bishan Das & Sons).
43. Uniform of the salesmen was dirty. No condylotion was available as noticed by D.C.S. on 26-11-53.

Fazilka (Shri Shiv Lal).
44. D.C.S., Ferozepore, during the course of his inspection on 24-11-53 noticed that barrows were old and rickety. The quality of stuff was inferior.

Pathankot (M/s. Rallia Ram Sardari Lal)
45. An unauthorised salesman was manning the cigarettes stall as noticed by D.C.S., Ferozepore, on 26-11-53.



I	2	3	4	5
				<p><i>Jullundur City</i> (M/s. Krishna Lal Sham Lal). 46. The salesman at the tea stall was without uniform. Condy lotion was not available. Cleanliness was also much below the mark as noticed by D.C.S., Feroz-pore, on 28-11-53.</p> <p><i>Jullundur City</i> (M/s. Amritlal Suri & Bros.) 47. The salesman at the tea stall was without uniform. Most of Soda aerated water bottles did not have any labels on them. Condy lotion was not available. Cleanliness of the stall was also very poor as noticed by D.C.S. on 28-11-53.</p> <p><i>Lucknow</i> (M/s. B. L. Meetal & Sons). 48. Poor quality of oil used in frying papar.</p> <p><i>Lucknow</i> (Shri Madan Gopal). 49. Supplying stale Shami Kabab.</p> <p><i>Pratapgarh</i> (M/s. B. L. Meetal & Sons). 50. Selling bad and tasteless tea.</p> <p><i>Ghaziabad</i> (M/s. Shri Gopal Das) 51. The shop was dirty and eatables were lying uncovered.</p> <p><i>Ghaziabad</i> (M/s. Vikarita Sekhari Samiti Ltd.) 52. The shop was dirty and eatables were lying uncovered.</p> <p><i>Delhi Main.</i> (M/s. Kanwar Deep Chand & Co.) 53. Salesman was selling khurchan in exposed thals.</p> <p><i>Delhi Main.</i> (M/s. Faquir Chand Amir Chand) 54. Rate list of fruits was not exhibited.</p> <p><i>Nagapatam</i> (Shri S. P. Gopala Iyer). 55. Quality of coffee supplied bad.</p> <p><i>Bhimavaram</i> (Shri Sankaran Nair). 56. Cups and utensils were not properly cleaned and the eatables were cold.</p>
Southern	<p><i>Calicut</i> (M/s. Spencer & Co.)</p> <p>2. In attention on the part of waiters.</p>			
				<p><i>Palani</i> (Shri P. S. Venkateswara Iyer) 25. Sambar bhath packets were less than the prescribed quantity—deficient in Dhal.</p> <p><i>Maniyachi Jn.</i> (Shri T. V. Subramania Iyer)</p>



26. Sambar and curd bhath packets weighed less than the scheduled quantity.
- Bangalore City* (Shri K. Seetharama Rao). *Ellore* (Shri M. Rama Moorthi).
27. Sambar and curd bhath were unwhole-
some.
- Tumkur* (Shri H. Suryanarayana Verma).
28. Quality of coffee supplied bad.
- Cannanore* (Shri A. Narayana Rao)
29. No coffee available.
- Calicut* (Shri H. Abdul Azeez Khan).
30. Butter-milk was unsatisfactory.
- Pandur* (Shri T. D. Bose).
31. Unhygienic condition of refreshment room.
- Basti* (M/s. G. F. Kellner & Co.)
3. Not serving tea and omelette.
- Siliguri Jn.* (M/s. D. Sorabjee & Co.)
4. Unwholesome food and unclean service.
- Darjeeling* (M/s. D. Sorabjee & Co.)
5. Using chipped and cracked crockery and unclean utensils.
- Mau Jn.* (Shri H. D. Dastoor.)
6. Bad quality of tea and unclean service.
- Sonepore* (M/s. G. F. Kellner and Co.)
7. Supplying of tea with bad milk.
58. No Coffee available and no proper tiffin.
- Hubli* (M/s. Babulal Damodar Dass & Co.)
59. Tea was served after a long delay. It was also bad in quality.
- Madras Park* (Shri Abdul Rahiman)
60. Cigar was sold higher than the market rate. The man in charge of the stall behaved discourteously.
- Tirur* (Shri Appukuttan).
61. Discourtesy.
- Chupra* (M/s. Singh & Sons).
62. Keeping foodstuff exposed to flies and dust.
- Sonepore* (M/s. R. E. Ramsaran Pd. & Sons).
63. Complaint against tea stall vendor for throwing water on the complainant's dhoti.
- Bhojpeepura* (M/s. Govind Rao Gopal Rao).
64. Selling stale puries.
- Mau Jn.* (Shri Pharindra Pd. Pandey.)
65. Supply of bad meat.
- Katikhalkuchi* (Shri Chani Ram Barua).
66. Unauthorised closing of the stall.

APPENDIX E

Statement showing the earnings, expenditure and loss incurred on Departmental Catering for the three years ending 1952-53 on the Eastern and Southern Railways where Departmental catering is undertaken.

Particulars	Eastern Railway			Southern Railway			Remarks.
	1950-51	1951-52	1952-53	1950-51	1951-52	1952-53	
	Rs.	Rs.	Rs.	Rs.	Rs.	Rs.	
(a) Total amount of earnings from the sale of foodstuff.	23,44,822	23,14,932	19,94,524	30,27,000	27,56,688	24,98,926	
(b) Expenditure incurred on :—							
(i) Staff charges.	5,40,824	5,98,832	6,04,826	9,58,000	7,98,690	8,64,967	
(ii) Other expenses.	3,22,279	3,93,987	3,03,289	1,81,000	2,98,959	2,24,408	
(iii) Cost of Stores consumed	15,94,654	15,88,915	13,01,957	23,10,000	20,85,802	20,09,489	
Total Expenditure	24,57,757	25,80,834	22,09,172	34,49,000	31,83,451	30,98,864	
(c) Loss.	1,12,935	2,66,802	2,14,648	4,22,000	4,26,763	5,99,938	
(d) Loss incurred in Proportion to total expenditure.	4.6%	10.3%	9.7%	12.2%	13.4%	19.4%	

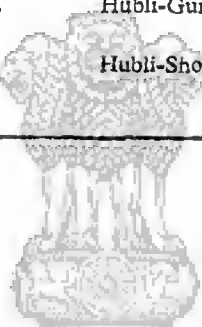
APPENDIX F]

Particulars of Restaurant/Dining Cars, Buffet Cars and Catering Compartments running on Indian Railways (as furnished by Railways).

S. No.	Railway	Type of service	Sections on which Running	No. and Description of trains to which attached.
1	2	3	4	5
1.	North Eastern	Restaurant Car	Pandu and Mariani	Nos. 511 & 512 Pandu Tinsukia Fast Passengers.
2.	Do.	Do.	Bareilly-Kathgodam	No. 211 Kumaon Express.
3.	Do.	Do.	Kathgodam-Bhojepura.	No. 307 Nainital Express.
4.	Do.	Buffet Car	Lucknow-Katihar	Nos. 301 & 302 Oudh-Tirhut Mails.
5.	Do.	Do.	Lucknow-Kathgodam	Nos. 307 & 308 Nainital Expresses.
6.	Do.	Do.	Maniharighat-Amin-gaon.	Nos. 303 & 304 Link Expresses.
7.	Do.	Do.	Siliguri Jn.-Alipore-Duar Jn.	Nos. 305 & 306 Expresses.
8.	Eastern	Restaurant Car	Howrah-Moghalsarai	Nos. 61 & 62 Howrah-Delhi-Kalka Mails.
9.	Do.	Do.	Howrah-Moghalsarai	Nos. 73 & 74 Howrah-Amritsar Mails.
10.	Do.	Do.	Howrah-Nagpur	Nos. 41 & 42 Howrah-Bombay Mails.
11.	Do.	Do.	Howrah-Waltair	Nos. 43 & 44 Howrah-Madras Mails.
12.	Do.	Indian Style Dining Car.	Howrah-Moghalsarai	Nos. 63 & 64 Toofan Expresses.
13.	Central	Restaurant Car	Bombay-Delhi	Nos. 1. & 2 Punjab-Mails.
14.	Do	Do.	Bombay-Allahabad	Nos. 5 & 6 Calcutta Mails
15.	Do	Do.	(Sholapur-Wadi) (Wadi-Kurduwadi)	Nos. 9 & 10 Madras Mails
16.	Do.	Do.	(Bombay-Sholapur) (Kurduwadi-Bombay)	Nos. 11 & 12 Madras Expresses
17.	Do.	Do.	Bombay-Poona	Nos. 301 & 302 Deccan Queen.
18.	Do.	Do.	Bombay-Nagpur	Nos. 41 & 42 Calcutta Mails.
19.	Do.	Indian Style Dining Car.	Delhi-Balharshah	Nos. 15 & 16 G. T. Expresses.
20.	Do.	Buffet Car.	Poona-Bombay	Nos. 303 & 304 Poona Mails.
21.	Do.	Do.	Poona-Bombay	Nos. 307 & 308 Poona Expresses.
22.	Do.	Annapoorna Car	Delhi-Bezwada	Nos. 17 & 18 Janata Expresses.
23.	Western	Restaurant Car	Bombay-Delhi	Nos. 31 & 32 Frontier Mails.

1	2	3	4	5
24.	Western	Restaurant Car	Ahmedabad-Ajmer	Nos. 201 & 202 Delhi Mails.
25.	Do.	Indian Style Dining Car	Bombay-Delhi	Nos. 33 & 34 Dehra Dun Expresses.
26.	Do.	Do.	Bombay-Central-Viramgam.	Nos. 307 & 308 Saurashtra Expresses.
27.	Do.	Do.	Bombay Central-Viramgam.	Nos. 347 & 348 Viramgam Passengers.
28.	Do.	Do.	Bombay Central-Surat.	Nos. 309 & 310 Flying Rancee.
29.	Do.	Do.	Ahmedabad-Delhi	Nos. 203 & 204 Delhi Expresses.
30.	Do.	Do.	Ajmer-Ratlam	Nos. 427 & 428 Passengers.
31.	Do.	Do.	Viramgam-Veraval	Nos. 337 & 338 Passengers.
32.	Do.	Do.	Palanpur-Gandhidham.	Nos. 471 & 472 passengers.
33.	Do.	Do.	Bhavnagar-Mahuva	Nos. 841 & 842 Passengers.
34.	Northern	Restaurant Car	Moghalsarai-Delhi	Nos. 61 & 62 Howrah-Delhi & Kalka Mails.
35.	Do.	Do.	Moradabad-Moghalsarai	Nos. 73 & 74 Howrah-Amritsar Mails.
36.	Do.	Dining Car Indian Style.	Delhi-Moghalsarai.	Nos. 63 & 64 Toofan Expresses.
37.	Do.	Do.	Ratangarh-Bikaner	Nos. 401 & 402 Passengers.
38.	Do.	Buffet Car.	Kuchaman Road-Marwar.	Nos. 241 & 242 Passengers.
39.	Do.	Do.	Delhi-Pathankot	Nos. 3 & 4 Pathankot Expresses.
40.	Do.	Do.	Delhi-Ferozepore	Nos. 369 & 370 Passengers.
41.	Do.	Do.	Barmer-Jodhpur.	Nos. 1 & 2 JJB Passengers.
42.	Do.	Do.	Pokaran-Jodhpur	Nos. 421 & 422 Passengers.
43.	Do.	Do.	Do.	Nos. 1 & 2 JJP Passengers.
44.	Do.	Do.	Raniwara-Samdari	Nos. 1 & 2 JSR Passengers.
45.	Do.	Do.	Barmer-Munabao	Nos. 1 & 2 JMB Passengers.
46.	Do.	Do.	Ratangarh-Degana	Nos. 1 & 2 JRD Passengers.
47.	Do.	Do.	Ratangarh-Jodhpur	Nos. 419 & 420 Passengers.

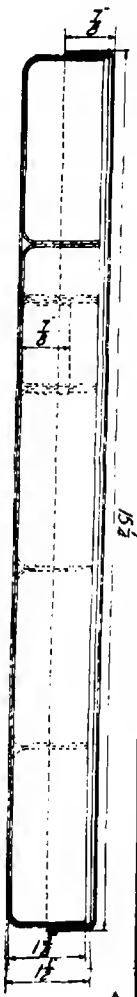
1	2	3	4	5
48.	Northern	Buffet Car	Ratangarh-Bikaner	Nos. 1 & 2 BRR Passengers.
49.	Do.	Do.	Bhatinda-Sri Ganganagar.	Nos. 1 & 2 BSB & 3 and 4 BSB Passengers.
50.	Southern	Restaurant Car	Belgaum-Miraj	Nos. 901 & 902 Bangalore-Poona Mails.
51.	Do.	Do.	Trichinopoly-Dhanushkodi	Nos. 601 & 602 Indo-Ceylon Expresses.
52.	Do.	Buffet Car	Bangalore City Hubli Miraj-Poona	} Nos. 903 & 904 Bangalore-Poona Expresses.
53.	Do.	Do.	Poona-Londa	
54.	Do.	Do.	Bangalore City-Guntakal	Nos. 1051 & 1052 Passengers.
55.	Do.	Do.	Hubli-Guntakal	Nos. 1023 & 1024 Passengers.
56.	Do.	Do.	Hubli-Sholapur	Nos. 1009 & 1010 Passengers.



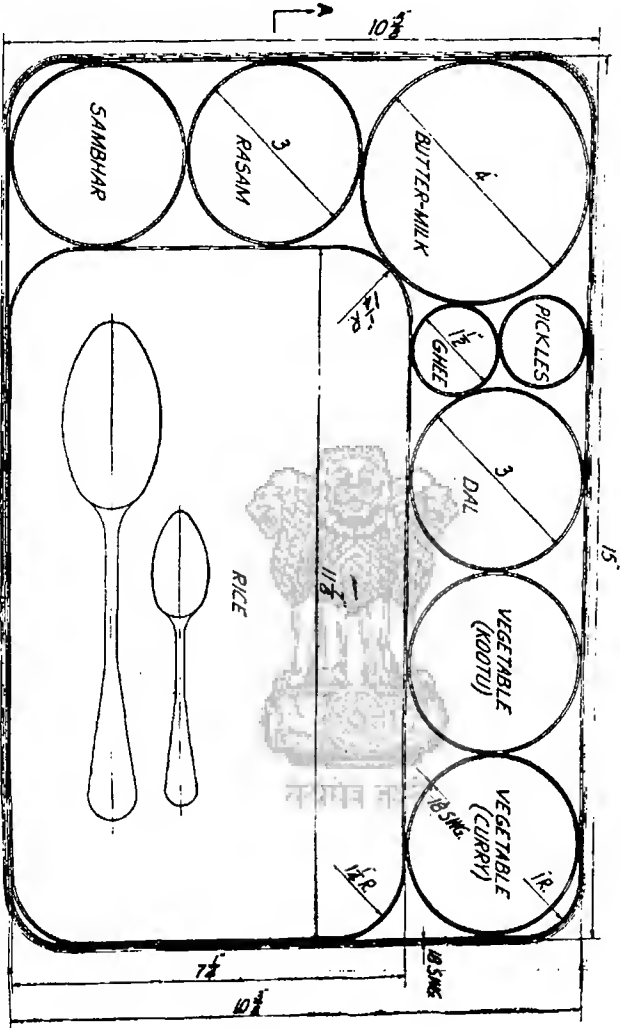
सत्यमेव जयते



सत्यमेव जयते



SECTION A-A



MAT - 18/8 STAINLESS STEEL

P	1
C	1
T	1
D	1
LS	1

CARRIER FOR INDIAN STYLE MEALS

SKETCH 54094.



सत्यमेव जयते

APPENDIX H

† (a) The current tariff rates for different types of meals served in Indian Style on the Railways.

VEGETARIAN REFRESHMENT ROOMS

Railway	1st Class Rs.	2nd Class Rs.	3rd Class Rs.
<i>Southern</i>	1 2 0	0 10 0 0 13 0@	..
<i>Central</i>	2 0 0	1 4 0	..
<i>Western</i>	2 0 0	1 8 0	1 0 0
<i>North-Eastern</i>			
†Pandu Region	1 0 0
Lumding Distt.	0 12 0
Lucknow & Muzaffarpur regions	1 8 0	1 2 0	..
Fatehgarh Distt.	2 0 0	1 8 0	1 0 0
<i>Eastern</i>			
Ex-B.N.	1 4 0	0 12 0	..
Ex-E.I.	1 12 0* 1 8 0**
<i>Northern</i>			
Ex-E.P.	1 3 0	0 14 0
Ex-E.I.	1 12 0* 1 8 0**
Bikaner Divn.	2 0 0
Jodhpur Divn.	1 8 0	1 0 0	..
NON-VEGETARIAN REFRESHMENT ROOMS			
<i>Southern</i>	0 9 0	..
<i>Central</i>	2 0 0	1 4 0	..
<i>Western</i>	2 0 0	1 8 0	1 0 0
<i>North-Eastern</i>			
†Pandu Region	1 8 0	1 0 0	..
Lumding Distt.	1 4 0	0 12 0	..
Lucknow & Muzaffarpur Regions.	1 12 0	1 6 0	..
Fatehgarh Distt.	2 0 0	1 8 0	1 0 0
<i>Eastern</i>			
Ex-B.N.	1 8 0	1 0 0	..
Ex-E.I.	1 12 0** 2 0 0*
<i>Northern</i>			
Ex-E.P.	1 7 0	1 1 0
Ex-E.I.	2 0 0* 1 12 0**
Bikaner Divn.	1 8 0	1 0 0	..
Jodhpur Divn.	2 0 0

† Current upto 31-8-54.

† Excluding Lumding Distt.

*Prepared in pure ghee.

**Prepared in vegetable ghee.

@ When served on trains.

APPENDIX H.

(b) The following are the current tariff rates for meals served in Indian Style Dining or Buffet Cars.

Railway	Vegetarian meals			Non-Vegetarian meals.		
	1st Class Rs.	2nd Class Rs.	3rd Class Rs.	1st Class Rs.	2nd Class Rs.	3rd Class Rs.
Eastern . . .	1 12 0	2 0 0
Central . . .	2 0 0 1 8 0*	1 8 0	..	2 0 0	1 8 0	..
Western . . .	2 0 0	1 8 0	1 0 0	2 0 0	1 8 0	1 0 0
Northern						
E. P. Portion	1 3 0	0 14 0	..	1 7 0	1 1 0
E. I. „ . . .	1 12 0	2 0 0
Bikaner „ . . .	2 0 0	2 0 0	1 8 0	1 0 0
Jodhpur „ . . .	1 8 0	1 0 0	..	2 0 0
Southern . . .	1 2 0	0 10 0	0 9 0	..
North-Eastern . . .	1 0 0 0 11 0	1 8 0	1 4 0	..

*Special South Indian Meal.

(c) The current tariff rates for meals served in Western Style on the Railways.

Railway		Breakfast		Lunch	Dinner.	Thali service served in Restaurant & Res- taurant Cars. Vegetarian Non-vege- tarian	
		Rs.	Rs.			Rs.	Rs.
Eastern	Restaurants .	2 12 0	3 8 0	3 8 0	2 0 0	* 2 4 0	
	Restaurant Cars.	2 12 0	3 8 0	3 8 0	2 0 0	* 2 4 0	
Southern	Restaurants .	2 4 0	2 8 0	3 0 0	2 0 0	2 0 0	
	Restaurant Cars.	3 0 0	3 8 0	3 8 0	2 0 0	2 0 0	
Central	Restaurants .	3 0 0	3 8 0	3 8 0	
	Restaurant Cars.	3 0 0	3 8 0	3 8 0	2 0 0	2 4 0	
Western	Restaurants .	2 8 0	3 0 0	3 8 0	2 4 0	..	
	Restaurant Cars.	2 8 0	3 0 0	3 8 0	2 4 0	..	
Northern	Restaurants .	2 12 0	3 8 0	3 8 0	2 0 0	2 4 0	
	Restaurant Cars.	2 12 0	3 8 0	3 8 0	2 0 0	2 4 0	
Allahabad, Lucknow & Moradabad Divn.							
Delhi & Fero- zepur Divn.	Restaurants .	2 8 0	3 0 0	3 0 0	
	Restaurant Cars	
North Eastern	Restaurants .	2 12 0	3 8 0	3 8 0	2 0 0	2 0 0	
	Restaurant Cars.	2 12 0	3 8 0	3 8 0	2 0 0	2 4 0	

*Rs. 2/8/- on Ex. B. N. Railway Section.

APPENDIX H—Contd.
(d) Rates for Tea and Coffee sold at Railway Stations and in Dining/Restaurant cars, etc.

Railway	Rates for Tea				Rates for Coffee			
	Stalls	Reft. Rooms	Restaurants	Buffet cars	Stalls	Reft. Rooms	Restaurants	Buffet cars
	Annas	Annas	Annas	Annas	Annas	Annas	Annas	Annas
Per Cup								
Central								
	2 (7 oz.)	2½ (8 oz.)	..	3	2½ (7 oz.)	3 (8 oz.)	..	4
	1½ (5 oz.)				1½ (4 oz.)			
Northern								
Ex.-B. P.	*	2	3	3	*	3	3	..
Ex.-E. I.	*	2	3	3	*	3	4	..
Jodhpur	*	3 (8 oz.)	3 (8 oz.)	3 (8 oz.)	*	4**	4**	4**
Bikaner	*	2	2	2	*	6**	6**	6**
Western	*	2 (7 oz.)	3 (10 oz.)	3 (10 oz.)	*	4 (7 oz.)	4 (6 oz.)	4 (7 oz.)
North Eastern Muzaffarpur and Lucknow Divns.	1½	2	3	3	*	3	4	3
Katihar Distt.	*	2	3	3	*	..	4	..
Dibrugarh Distt.	*	1½	3	3	*	..	4	..
Eastern								
	2 (8 oz.)	2 (8 oz.)	4	..	3 (8 oz.)	3 (8 oz.)	4	..
	1 (4 oz.)	1 (4 oz.)						
Southern								
	2 (8 oz.)	2 (8 oz.)	2½ (8 oz.)	2½ (8 oz.)	..	2½ (8 oz.)
	1½ (6 oz.)				1½ (8 oz.)			

APPENDIX H—*Contd.*
(d) *Rate for Tea and Coffee sold at Railway Stations and in Dining/Restaurant car etc.—Contd.*

<i>Per Small Pot</i>													
Central	.	.	.	*	5	*	7	*	*	6	6	9	*
Northern Ex.-E.P.	.	.	.	*	6(in Tea)	6	6	6	*	8	8	..	6
Ex.-E.I.	.	.	.	*	5 Rooms	7	7	6	*	6	6	..	6
Jodhpur	.	.	.	*	5 (Annas)	5	5	5	*	8	8	8	3
Bikaner	.	.	.	*	6	6	6	6	*
Western	.	.	.	*	5 (10 oz.)	6 (10 oz.)	6(10 oz.)	5(10 oz.)	* $\frac{1}{2}$	6 (10 oz.)	8 (10 oz.)	8 (10 oz.)	6 (10 oz.)
North Eastern Muzaffarpur and Lucknow Divns.	.	.	.	*	4	7	7	4	*	12	..
Katihar Distt.	.	.	.	* $\frac{1}{4}$..	7	7	6	*	12	..
Eastern	6 (1 $\frac{1}{2}$ cup capacity)	6 (1 $\frac{1}{2}$ cup capacity)	8 (2 $\frac{1}{2}$ cup capacity)	8	8	..
Southern	4 $\frac{1}{2}$ (12 oz.)	6(16 oz.)	6(16 oz.)	4 $\frac{1}{2}$ (12 oz.)	6(16 oz.)	6(16 oz.)	..
<i>Per Large Pot</i>													
Northern Ex.-E.I.	.	.	.	*	..	13	13	..	*
North Eastern	.	.	.	*	10	13	13	..	*
(Only on Lucknow and Muzaffarpur Divisions.)													
Eastern	12(4 cup capacity)

*Particulars not readily available.

**Large Cup.

APPENDIX "I"

Copy of Railway Board's letter No. 1026-TG/54 dated 31-7-1954 to all Indian Railways on the subject of Standard menu and standard prices of Indian style meals in Railway Refreshment Rooms.

At a meeting of the Railway Board with representatives of Railway Catering Contractors on the 27th and 28th January 1954, the question of prescribing standard menu for various meals at standard prices was discussed, and the suggestions made by the representatives of the Catering Contractors on Railways were considered. The enclosure gives these recommendations.

2. The Board having examined the recommendations made, have agreed to their implementation with the exception that so far as the B. N. Railway portion of the Eastern Railway is concerned, the existing charge for the second class vegetarian meal of Re. -/12/- should be treated as the standard charge for the vegetarian meal and the existing charge of Re. 1/- for the second class non-vegetarian meal should be treated as the standard charge for the non-vegetarian meal. The standard menu on the Southern Railway is 'vegetarian' as the usual custom for the non-vegetarian meals is said to be negligible there. Similarly, the standard menu on the Assam region is 'non-vegetarian' as the demand for vegetarian food there is said to be negligible. It should also be understood that apart from the standard menu and standard charge provided for, there would be no objection to *a la carte* dishes being supplied in addition as at present.

3. With the introduction with effect from 1st September, 1954, of the standard menu and the standard price as set out in para 2 above, the present classification of meals as first, second and third class wherever it exists should be withdrawn.

4. Necessary arrangements may be made accordingly and the receipt of this letter acknowledged.

STANDARD MENU AND STANDARD PRICE

I. *Area of service.* Southern Railway (former M.S.M., S. I. and Mysore State Railways).

*Standard menu.**Day time*

1. Rice
2. Pachidi
3. Curry
4. Kootu
5. Dhall
6. Sambhar
7. Rasam
8. Butter milk
9. Pickle (Achar) or chutney
10. Pappad—one
11. Two spoons ghee..

Curd extra—2 annas

Standard charge . . . 10 annas.

3 annas extra for serving in train.

Special meal in tray or carrier.

1 sweet and 1 savoury extra Rs. 1/4/-.

Night time

1. Rice
2. Pachidi
3. Curry
4. Sambhar
5. Rasam
6. Butter milk
7. Pickle (Achar) or chutney.
8. Pappad—one
9. Two spoons ghee

Curd extra—2 annas.

II. *Area of service.* Eastern, North Eastern (U. P., Bihar & West Bengal portion only excluding Assam Region), Central, Western and Northern Railways.

*Standard Menu**Vegetarian*

- 1 Dal
- 1 Vegetable & curd (or 2 vegetables)
- 4 Chappaties plus $\frac{1}{2}$ rice or
- 8 Chappaties or full rice (i.e. double quantity 7 oz.).
- 1 Chutney
- 1 Pappad.

Non-vegetarian

- 1 Dal
- 1 Mutton or fish curry or egg curry.
- 8 Chappaties or
- 4 Chapaties & $\frac{1}{2}$ rice or one plate rice.
- 1 Chutney.

Standard charge.

Re. -/14/- (if taken in refreshment room).

Rs. 1/2/- (if taken in refreshment room.)

Re. 1/- (If served in trains).

Rs. 1/4/- (if served in trains).]

NOTE.—Additional dishes can be ordered separately. Dal/curry and rice will be charged 6 annas or 8 annas according to the area.

III. *Area of service.* Assam Region.*Standard Menu*

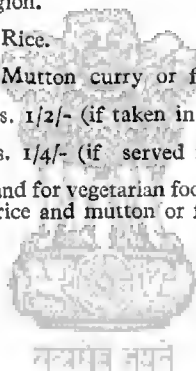
- 1 Rice.
- 1 Mutton curry or fish curry.

Standard charge

Rs. 1/2/- (if taken in refreshment room)

Rs. 1/4/- (if served in train).

NOTE :—There being no demand for vegetarian food, it was decided to call the present meal consisting of rice and mutton or fish curry as non-vegetarian.



APPENDIX 'J'

Standard menu for Western Style Catering, i.e., Breakfast, Luncheon and Dinner served in Restaurants and Restaurant Cars and the maximum prices laid down by the Railway Board in their letter No. 1026-TG/Pt. 7 dated 29-5-1951.

*Breakfast.**Maximum price.*

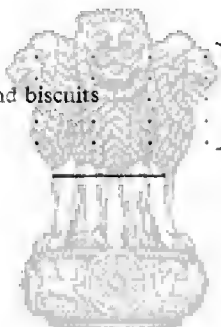
1. Cereal	}	Rs. 3 0 0
2. Fish		
3. Entree & Vegetables or Bacon & Eggs to order.		

Luncheon

1. Soup	}	Rs. 3 8 0
2. Entree & Vegetables or Cold meat and Salad		
3. Pudding or cheese & biscuits		
4. Coffee		

Dinner

1. Soup or Fish	}	Rs. 3 8 0
2. Roast & Vegetables		
3. Pudding or cheese and biscuits		
4. Desert		
5. Coffee		



सत्यमेव जयते

A' PENDING K

Particulars of licence fees realised from contractors of Restaurants, Refreshment Rooms and Stalls (including platform vending) at selected important, medium and small stations on Railways.

Name of station and Railway	1	2	3	4	5	6	7	8	9
		% Annual passengers earnings of the station	% Number of Passengers Booked per annum at the station	Licence fee realised per annum previously	Licence fee realised per annum at present	Date since revised fees are in force	Annual turnover figures of contractors	Percentage of licence fee to passenger earnings	Percentage of licence fee to annual turnover
RESTAURANTS									
<i>Important Stations</i>									
<i>Central Railway</i>		Rs.		Rs.	Rs.		Rs.		
Bombay		2,30,01,659	1,752,249	1,200	1,200	..	70,632*	·005	1·70
Poona		75,38,173	2,414,939	600	600	..	37,458*	·008	1·60
<i>Eastern Railway</i>									
Howrah		4,80,89,978	11,727,036	998	2,685	1-7-51	†	·006	†
<i>Northern Railway</i>									
Ambala Cantt.		36,86,148	1,680,792	..	61% on capital cost of building.	..	†	†	†
Ludhiana		1,44,000	2,006,280	..	do.	..	†	†	†

**VEGETARIAN REFRESHMENT ROOMS
IMPORTANT STATIONS**

I	2	3	4	5	6	7	8	9
	Rs.		Rs.	Rs.		Rs.		
<i>Central Railway</i>								
Bombay	2,39,01,659	1,752,249	180	600	1-7-1951	79,524	.003	.75
Poona	75,38,173	2,414,939	180	300	do.	43,119	.004	.61
<i>Eastern Railway</i>								
Howrah	4,80,89,978	11,727,036	520*	1,398	do.	@	.003	@
Burdwan	26,76,675	1,122,364	323	645	do.	@	.02	@
<i>Northern Railway</i>								
Amhala Cantt.	36,86,148	1,680,792	..	9% on capital cost of building.	..	@	@	@
Ludhiana	1,44,300	2,006,280	..	Do.	..	@	@	@
Jodhpur	15,84,516	810,228	..	1,200	..	@	.08	@
<i>North Eastern Railway</i>								
Gorakhpur	39,30,132	1,982,052	152*	304*	1-7-1951	*8,000	.008	3.8
Tinsukia	6,71,811	596,120	96	144*	1-4-1951	*3,600	.02	4.00
<i>Southern Railway</i>								
Madras Egmore	50,08,459	2,409,247	480	3,850	1-4-1952	**96,360	.08	4.0
Salem Jn.	8,01,982	630,126	960	3,900	1-2-1952	**1,10,430	.05	3.5
<i>Western Railway</i>								
Bombay Central	1,33,62,960	@	636	1,200	@	30,600	.009	3.9
Ratlam	13,98,540	@	1,500	1,500	..	21,600	.17	6.9

MEDIUM STATIONS

Central, North Eastern and Eastern
Railways

Particulars not readily available.

Northern Railway

Kalka.	8,23,800	114,768	..	9% on capital cost of building.	..	@	@	3.4	3.5
--------	-----------	----------	---------	----	---------------------------------	----	---	---	-----	-----

Southern Railway

Podanur	2,65,430	229,258	600	2,550	1-2-1952	..	**72,325	.94	3.4	3.5
Maniyachi Jn.	84,730	131,364	480	3,300	1-2-1952	..	**93,860	3.9	3.5	3.5

Western Railway

Virangam	6,29,340	@	972	972	21,600	.15	4.5	3.7
Shamguth	1,09,272	@	400	400	10,800	.36	3.7	3.7

Central, Eastern, North Eastern
and Western Railways.

Refreshment rooms generally not provided at small stations.

Northern Railway

Rarog	2,628	2,772	..	9% on the capital cost of building. Rs. 2 per 100 Sq. ft.	@	@	@	@
-----------------	-------	-------	----	---	----	----	---	---	---	---

Hathras In

.	3,38,940	3,24,216	@	@	@	@
-----------	----------	----------	----	----	----	----	---	---	---	---

Southern Railway

Palachi	6,11,911	6,91,890	480	1,410	1-2-1952	..	**40,306	.23	3.5	3.5
Tirutrapundi	2,10,922	3,98,544	360	1,250	1-2-1952	..	**38,011	.59	3.3	3.3

* Approximate figure.
** The Southern Railway do not consider these figures as very accurate.
@ Not available.

**NON-VEGETARIAN REFRESHMENT ROOMS
IMPORTANT STATIONS**

I	2	3	4	5	6	7	8	9
	Rs.		Rs.	Rs.		Rs.		
<i>Central Railway</i>								
Bombay	2,30,01,659	1,752,249	180	600	1-7-51	{ 82,759	.003	.72
Poona	75,38,173	2,414,939	120	300	1-7-51	26,010	.004	1.1
<i>Eastern Railway</i>								
Howrah	4,80,89,978	11,727,036	520*	1,623	1-7-51	Not available.	.003	Not available.
Burdwan	26,76,675	1,122,364	997	1,994	1-7-51	Do.	.07	Do.
<i>Northern Railway</i>								
Ambala Cantt.	36,86,148	1,680,792	..	9 % on capital cost of building.	..	Do.	Not available.	Do.
Ludhiana	1,44,000	2,006,280	..	Do.	..	Do.	Do.	Do.
Jodhpur	15,84,516	810,228	..	1,200	..	Do.	Do.	Do.
<i>North Eastern Railway</i>								
Gorakhpur	39,30,132	1,982,052	152*	304*	1-7-51	8,000*	.008	3.8
Tinsukia	6,71,811	596,120	96	144*	1-4-51	3,600	.02	4.0
<i>Southern Railway</i>								
Tanjore Jn.	13,88,068	1,458,702	600	1,000	9-2-52	11,570**	.07	3.6
Madura Jn.	35,86,914	2,153,523	600	3,600	1-11-51	52,000**	0.10	6.9
<i>Western Railway</i>								
Bombay Central	1,33,62,960	Not available.	636	1,000	Not available.	25,920	.007	3.8
Ratlam	13,28,540	Do.	1,200	1,200	..	17,400	.09	6.9

MEDIUM STATIONS

Central & N. E. Railways	Particulars not readily available.				
<i>Eastern Railway</i>					
Rampurhant	55,44,988	356,895	266	532	1-7-1951
<i>Northern Railway</i>					
Kalka	8,23,800	114,768	..	9% on capital cost of building.	..
<i>Southern Railway.</i>					
Shoranur	6,45,143	386,281	480	1,100	1-2-52
Tinnevelly	14,03,921	1,026,533	480	2,000	1-7-52
<i>Western Railway</i>					
Virangam	6,29,340	Not available	432	432	..
Shangath	1,09,272	Do.	250	250	..

SMALL STATIONS

Central, Eastern, Western & N. E. Railways.	Refreshment Rooms generally not provided at small stations.				
<i>Northern Railway</i>					
Barog	2,628	2,772	..	9% on capital cost of building.	..
<i>Southern Railway.</i>					
Tumkur	Not available.	Not available.	500	300	..
				10,110**	Do.

* Approximate figure.

** The Southern Railway do not consider these figures as very accurate.

STALLS (INCLUDING PLATFORM VENDING) IMPORTANT STATIONS

	1	2	3	4	5	6	7	8	9
		Rs.		Rs.	Rs.		Rs.		
<i>Central Railway.</i>									
Bombay	.	.	1,752,249	3,996	16,800	1-7-51	10,21,596*	.07	1.6
Poona	.	.	2,414,939	624	7,800	1-7-51	2,34,639*	.10	3.3
<i>Eastern Railway</i>									
Howrah	.	.	11,727,036	10,173	35,365	1-7-51	@	.08	@
Burdwan	.	.	1,122,364	3,668	11,861	1-7-51	@	.44	@
<i>Northern Railway.</i>									
Ambala Cantt.	.	.	1,680,792	..	4,630	..	@	.12	@
Ludhiana	.	.	2,006,280	..	Rs. 7/8-p.m. per sales- man and 13½% on capital cost of building.	..	@	@	@
<i>N. E. Railway.</i>									
Gorakhpur	.	.	1,982,052	@	9,612	..	74,664	.24	11.5
Tinsukia	.	.	596,120	144	288	1-4-51	5,400	.04	5.3
<i>Southern Railway.</i>									
Virudhunagar Jn.	.	.	694,058	780	6,100	1-4-52	1,53,276	.93	4.0
Madras (Central)	.	.	2,692,384	11,550	16,500	1-6-51	@	.17	@
Guntakal	.	.	594,517	7,700	12,500	1-6-51	@	1.6	@
Hubli	.	.	@	3,000	16,918	1-1-53	@	@	@
Miraj	.	.	@	3,000	15,883	1-1-53	@	@	@
<i>Western Railway.</i>									
Surat	.	.	@	4,960	5,400	@	66,600 to	.14	8.1 to
Ahmedabad	.	.	@	3,982	6,300	@	69,600 1,94,520	.07	7.7 3.2

MEDIUM STATIONS

Central Railway.

Dadar	.	.	.	43,27,972	742,403	324	6,000	1-7-51	1,38,165*	.14	4.3
Kurla	.	.	.	8,85,621	3,68,2065	228	3,600	1-7-51	1,00,266*	.40	3.6

Eastern Railway.

Bandel	.	.	.	12,58,987	564,116	2,225	6,086	1-7-51	@	.48	@
Rampurhant	.	.	.	5,44,988	356,895	946	2,857	1-7-51	@	.52	@

Northern Railway.

Jakhai	.	.	.	39,26,04	470,964	..	Rs. 4/8/- p.m. per salesman and 13½% on capital cost of building.	..	@	@	@
--------	---	---	---	----------	---------	----	---	----	---	---	---

Gurdaspur

Gurdaspur	.	.	.	69,36	204,480	..	Do.	..	@	@	@
-----------	---	---	---	-------	---------	----	-----	----	---	---	---

N. E. Railway.

Bahraich	.	.	.	4,76,528	505,440	@	564	@	11,268	.12	5.0
Barpeta Rd.	.	.	.	3,67,227	225,989	@	96	@	4,320	.03	2.2

Southern Railway.

Koraikkudi	.	.	.	1,22,497	755,570	240	1,900	1-4-52	46,800†	1.5	4.0
Samalkot	.	.	.	5,26,545	718,509	3,000	4,500	1-6-51	@	.85	@
Nellore	.	.	.	8,25,216	524,552	1,250	2,500	1-10-51	@	.30	@
Arkonam	.	.	.	@	@	3,000	9,000	1-1-53	@	@	@
Katpadi	.	.	.	@	@	2,000	6,400	1-1-53	@	@	@

SMALL STATIONS

1	2	3	4	5	6	7	8	9
	Rs.		Rs.	Rs.		Rs.		
<i>Western Railway.</i>								
Nasari	6,48,276	@	530	530	..	18,000	.08	2.9
Beawar	3,59,616	@	840	1,050	@	16,320 to 16,920	.29	6.2
<i>Central Railway.</i>								
Asangaon	86,941	106,187	108	300	1-7-51	5,850*	.34	5.1
Kasara	39,817	48,582	27	240	1-7-51	24,749*	.60	.97
<i>Eastern Railway.</i>								
Gupipara	1,21,399	124,775	72	144	1-7-51	@	.12	@
Saktighar	76,536	98,258	106	385	1-7-51	@	.50	@
<i>Northern Railway.</i>								
Barog	2,628	2,772	..	Rs. 2/4/- p.m. per salesman and 13 1/2% on capital cost of building.	..	@	@	@
Delhi Kishan Ganj	2,48,736	[362,844	..	135	..	@	.05	@
<i>N. E. Railway.</i>								
Chauri Chaura	2,40,956	227,744	@	144	@	1,500	.06	9.6
Sorbhog	79,862	94,402	@	72	@	2,880	.09	2.5

Name of Station and Railway	** Annual Passenger earnings of the station	** Number of passengers booked per annum at the station	Licence fee realised per annum previously	Licence fee realised per annum at present	Date since revised fees are in force	Annual turnover figures of contractors	Percentage of licence fee to passenger earnings	Percentage of licence fee to annual turnover
1	2	3	4	5	6	7	8	9
STALLS (INCLUDING PLATFORM VENDING)								
<i>Southern Railway.</i>								
Morarpur	67,191	84,855	120	300	1-4-52	7,673†	.45	3.9
Conjeevaram	3,70,062	488,273	600	600	..	8,834†	.14	6.8
Ketti	20,090	33,394	120	200	4-5-53	@	.99	@
Nidadavolu	@	@	2,000	6,801	1-1-53	@	@	@
Bapatla	@	@	1,250	3,750	Do.	@	@	@
<i>Western Railway.</i>								
Pardi	56,856	@	120	120	..	3,000	.21	4.00
Sachin	45,108	@	84	84	..	2,400	.18	3.5

@Not available.

*Approximate.

†The Southern Railway do not consider these figures as very accurate.

**The figures of Annual Passengers' earnings and number of passengers booked at the stations referred to in these statements relate to 1950-51 for stations on the Eastern Railway and 1951-52 for stations on the Southern and the North Eastern Railways; and to 1952-53 for stations on the Central Railway. So far as stations on the Northern and the Western Railways are concerned, the annual figures have been worked out on the basis of average monthly figures.



सत्यमेव जयते

ERRATA

Pages of the Book	Reference to line, para. and table etc.	As now printed in the book.	As should be.
6 Table 5.	Nature of contracts held	Nature of contracts held.	
6 Table 5 Column 1.	M/s. P. D. Gati & Co.	9. M/s. P. D. Gati & Co.	
6 Table 5, item 16, column 4.	..	3	
6 Table 5, item 17, column 2.	..	9	
8 Para 11, marginal heading.	Resturant/During Cars.,	Restaurant/Dining Cars,	
9 Para 17 (ii)	non-vegetarian,	non-vegetarian, and	
10 Para 18, marginal heading.	Southren Railway	Southern Railway.	
10 Para 18, line 22.	ex-M.S.M. Railway	ex-M. & S.M. Railway	
12 Para 22, line 5.	roooms.	rooms	
12 Para 23, marginal heading.	department working	departmental working.	
23 Para 46, marginal heading.	Satisficeto service	satisfactory service.	
25 Para 50, line 12.	cars ; cars ; and (b)	cars ; and (d)	
29 Table, column 1	and non-vegeta in	and non-vegetarian	
29 Table, column 2	31/2 %	3 1/2 %	
32 Para 63, line 3.	removed of	removed if	
40 Para 68 (24), line 6	vendors of salesmen	vendors or salesmen	
47 Para 2, line 2.	Commended to	commended to	
47 Para 3, line 4	enders	tenders	
47 Para 4 (i) (a), line 5.	should not vened	should not vend	
47 Para 4 (i) (b), 10.	things being cequal,	things being equal,	
48 Para 6, line 12.	or let afresh	or let out afresh	
48 Para 10 (d), line 2.	Non-vegetataian	Non-vegetarian	
49 Para 16 (c), line 1.	numbers an	numbers and	

	1	2	3	4
49	Para 17, line 6.	the departments dealing	the department dealing.	
50	Para 18, line 5.	hesitation to termi-	hesitation in termi-	
52	Column 5, item 15	Gomah (Messers.	Gomoh (Messrs.	
56	Column 5, item 47 line 4.	Cleanlines of	Cleanliness of	
57	Column 3, item 5 line 3.	kery and unclean	ckery and unclean	
66	Appendix H (C), Column 1, line 10.	Divn.	Divns.	
67	Column 1, line 9	North Eastern arpur.	Muzaff- North Eastern	
67	Column 1, line 10	and Lucknow Divns.	Muzaffarpur Divns.	and Lucknow
68	Column 3, line 2	6 (in Tea Rooms (Annas)	6 (in Tea Rooms 5 Annas)	
68	Column 1, line 8	North Eastern ffarpur and	Muza- North Eastern	
68	Column 1, line 9	Lucknow Divns.	Muzaffarpur Divns.	and Lucknow
68	Column 3, against North Eastern Rail- way.	(Only on Lucknow and Muzaffarpur Divisions)	10 (Only on Lucknow and Muzaffarpur Divisions.)	
70	Note 1, line 2	dharged	charged	
72	Heading	A PENDIX K	APPENDIX K	
73	Column 9, last line.	05	05	
81	Headings	Details of headings as given on the top of the page to be deleted.		
81	Last foot note.	** The figures.....	%% The figures.....	

NOTE.—Page numbers of the book after page 43 have been incorrectly numbered, the last page if renumbered after page 43, will be 78.